

EXPERIENCE

Patient Care Coordinator and Intake Prep

Optum Global Solutions, Inc

09/2017-08/2018 Cebu City, Cebu, Philippines

- Ensured up to 100% patient billing was efficient and accurate.
- Answered incoming calls and resolving members' concerns regarding with their billings, insurance eligibility and claims, medical coverage, and the delivery of their medication/s.
- Made outbound calls to concerned clinics, hospitals, and insurance providers with regards to members' eligibility and claims, and coverage.
- Encoded data and information on insurances and medications for current and new members.
- Maintain smooth workflow of encoding members' data.
- Assist in team's work especially with regards to product knowledge and process.

My Day at Work



- Intake prep (Back Office Activities)
• Outbound Calls
- Inbound Calls
- Meetings, Reporting, Support

Technical Support Associate

VXI Global Solutions, LLC

11/2016-06/2017 Makati City, NCR, Philippines

- Worked for an AT & T account for their internet service.
- Answered incoming calls and resolving the customers' concerns internet service/s, billings, promos, and hardware setup.
- Made Outbound calls to update customers for their queries.
- Manually corrected customers' device settings.
- Dispatched onsite technician/s
- Coordinated with onsite technicians in setting up or correcting customers' service/s.
- Offered customers with services such as internet speed upgrades, internet cable, etc.
- Updated customers' service upgrades.
- Supported team with product knowledge and process.
- Trained for a team support role.

My Day at Work



- Inbound Calls
- Quality Assurance Check
- Mentoring
- Skills Development
- Outbound Calls

Sales Specialist/Customer Service Representative

Cebu Globals Teleservices, Inc.

05/2010-10/2010 Cebu City, Cebu, Philippines

- Worked for a drop shipping supplements company
- Answered incoming calls and resolving customers' concerns and queries with regards to billing/s, product/s, delivery, and how to sign up.
- Send customers to billing department when correction for their payments were needed.
- Offered customers for rebates
- Offered customers' upgrades and promos.

My Day at Work



- Inbound Calls
- Quality Assurance Check
• Mentoring
- Skills Development

CERTIFICATES

150 Hour Advanced TEFL Course

TEFL Universal
NOV 07 2021

Python for Beginners

SoloLearn
MAY 06 2021
Credential ID 21676567-1157
Credential URL
<https://www.sololearn.com/certificates/course/en/21676567/1157/landscape/png>

Professional Diploma In English (IELTS Readiness)

Shaw Academy
FEB 21 2021

British Council EnglishScore 516 C1 Advanced

British Council
FEB 21 2021
Credential ID cb322af4

EF SET English Certificate

88/100 (C2 Proficient)
EF STANDARD ENGLISH TEST (EF SET)
FEB 08 2021
Credential URL <https://www.efset.org/cert/WL4adh>

Fundamentals of Construction Project Management

J3 Trainers and Consultants Inc
APR 2019
Credential ID J3-19-201-0830

Board of Civil Engineering

Professional Regulation Commission
DEC 11 2014

PC Technology

Cebu Institute of Technology-University
Aug 2008

EXPERIENCE

Billing Representative

Continuum Global Solution

07/21/2021-10/28/2021 Cebu City, Cebu, Philippines

- Ability to navigate through multiple computer applications with speed and accuracy for a Verizon Account
- Provide customer care assistance to customers with general inquiries, plan, device, or billing issues on their wireless account.
- Soft selling on plan upgrades, adding of plan features, upgrading of devices, enrolling customers with device insurance, etc.
- Ability to accept and implement coaching and feedback in order to achieve individual and team performance goals.
- Maintain a high level of world class customer service/professionalism to a wide range of customers.
- Ability to read and interpret documents such as procedure manuals, work instructions and software manuals.
- Handle customer care questions and concerns via live web-based chat and/or phone calls.
- Identify, research, and resolve customer issues with the highest degree of courtesy and professionalism.
- Respond to customers with excellent written communication and grammar.

OTHER DUTIES AND RESPONSIBILITIES

- Abides by and performs to the best of my abilities all functions, duties and responsibilities to be assigned by the Company in due course.
- Complies with the orders and instructions given from time to time by the Company through its authorized representatives.
- Shall not disclose any confidential information in respect to the affairs of the Company to any unauthorized person.
- Performs any other administrative or non-administrative duties as assigned by any representatives of the Company from time to time either through direct written order or by oral assignment.

My Day at Work



- Inbound Calls
- Outbound Calls
- Meetings
- Coaching

REFERENCES

Jun Adrian Aporbo

Team Leader,
Client Operations (101), Verizon (1)
Cebu (CEBU)(Asia/Manila)
+639103735505

Jennifer Lipscomb

Project Manager, AssistRx
jennifer.lipscomb@assistrx.com
+1-816-877-5356

Beaver Ulgasan

Site Director
AMZ-AllStars
beaver@amzallstars.ph
+63-908-916-5125

Iris Lumontad

Nmc Al Ruwais Hospital-ADNOC
UAE, Abu Dhabi
irislmt@outlook.ph
+971-505-528-845

WARREN RAINER D FLORES

Service Desk Role

☎ +63 939-234-7499
🌐 <https://www.linkedin.com/in/rainer-f-9b009b115>

@ rainerneno@gmail.com
📍 City of Talisay, Cebu, Philippines



EDUCATION

Civil Engineering
Cebu Institute of Technology-University
📅 11/2008-10/2013 📍 Cebu City, Cebu, Philippines
GPA 3.73 / 5.0

Secondary School
Don Bosco Technology Center
📅 06/2004-04/2008 📍 Cebu City, Cebu, Philippines

Intermediate School
Don Bosco Technology Center
📅 2004 📍 Cebu City, Cebu, Philippines

Primary School
Don Bosco Technology Center
📅 2002 📍 Cebu City, Cebu, Philippines

Primary School
Colegio del Santo Nino
📅 2000 📍 Cebu City, Cebu, Philippines

EXPERIENCE

Project Site Engineer
Redviper Ventures and Development Corporation
📅 04/2019-10/2019 📍 Mandaue City, Cebu, Philippines

- Supervise with Bored Piling Activities.
- Managed and supervised around 20 workers on site.
- Coordinated with surveyor for correct placement of drilled holes.
- Maintain proper sequencing of boring activities in line with the projected arrival of the ready mixed concrete day and/or night.
- Monitored the numbers of manpower during a shift.
- Coordinated with the Ready Mixed Concrete Suppliers, Water Supplier, and with the Haulers.
- Quality Checked the rebar cages and the drilling depths.
- Monitor stock inventory of rebars.
- Assist project inspectors during testing of concrete samples.
- Attended meetings for weekly progress reports.
- Facilitated with the preparation of Piles for PDA testing, PIT testing, and CHL testing.

My Day at Work



- Supervise Bored Piling Activities
- Quality Check on Rebar Cages and Drilled Holes
- Monitor inventory on Materials
- Meetings and Reporting

FIND ME ONLINE

in /rainer-f-9b009b115
Skype live:.cid.8992f637bf8637f

SKILLS

Slack Microsoft Teams Skype
Google Hangouts Zoom WhatsApp Viber
Familiarity with Python AutoCAD Familiarity with Revit Architecture PC Technology
Microsoft Office Suite Microsoft Publisher
Google Suite Knowledge of Spreadsheets
Quality Assurance Supervisory and Administrative Skills Communication

LANGUAGES

English
Fluent/Bilingual
Filipino
Native
Cebuano
Native
Japanese
Beginner
Croatian
Beginner

PASSIONS

LEARNING ENVIRONMENT NATURE
SCIENCE and TECHNOLOGY
TINKERING with TOOLS LANGUAGE CULTURE
HEALTH COOKING GARDENING
HOMEMAKING