EXPERIENCE

Patient Care Coordinator and Intake Prep

Optum Global Solutions, Inc

- - 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

My Day at Work



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

Technical Support Associate

VXI Global Solutions, LLC

- - 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'
 - Offered customers with services such as internet speed upgrades, internet
 - 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.

- - 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/2167656 7/1157/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

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

- 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)

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+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 irislmtd@outlook.ph +971-505-528-845

WARREN RAINER D FLORES

Service Desk Role

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- https://www.linkedin.com/in/rainer-f-9b009b115
- ainerneno@gmail.com
- City of Talisay, Cebu, Philippines



EDUCATION

Civil Engineering

Cebu Institute of Technology-University

GPA 3.73 / 5.0

Secondary School

Don Bosco Technology Center

Intermediate School

Don Bosco Technology Center

• Cebu City, Cebu, Philippines

Primary School

Don Bosco Technology Center

♀ Cebu City, Cebu, Philippines

Primary School

Colegio del Santo Nino

♥ Cebu City, Cebu, Philippines

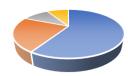
EXPERIENCE

Project Site Engineer

Redviper Ventures and Development Corporation

- - 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

My Day at Work



- Surpervise 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

Beginner

Croatian

PASSIONS

LEARNING ENVIRONMENT NATURE

SCIENCE and TECHNOLOGY

TINKERING with TOOLS LANGUAGE CULTURE

HEALTH COOKING GARDENING

HOMEMAKING