

ROSALIE CAJURAO

CONTACT INFORMATION |

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SKILLS

Customer service
Adaptability
Time Management
Hardworking
Teamwork
Problem Solving
Organized
Critical Thinking
Analytical Skills
Strong Dedicated
Fast-paced environment

PROFESSIONAL SUMMARY

Extensive experience excelling in customer service, communication, and teamwork. Demonstrates strong adaptability and time management skills, ensuring efficient and effective service delivery. Known for being hardworking and dedicated to maintaining high standards in a fast-paced environment.

EMPLOYMENT HISTORY

PHILIPPINE HEALTH INSURANCE CORPORATION **03/2009-05/2024**
Pasig City, Philippines

SOCIAL INSURANCE ASSISTANT I *(August 13, 2018- May 30, 2024)*

Corporate Communication Department

- Monitored official Social Media Accounts (Facebook, X & Youtube)
- Handling inquiries such as Direct Message and wall comments in Official Social Media Accounts
- Handling a request for website upload/updates from other Departments
- Draft a content for social media material based on the Department of Health (DOH) health calendar
- Transcribed media guesting of PhilHealth Vice President-Corporate Action Group and Senior Manager of the Corporate Communication Department
- Posted artcard/reel/ AVPs material to the official social media accounts
- Monitored news pertains the PhilHealth mentions or issues in the following media outlets: Business Mirror, Manila Standard and Page One
- Assisted Facebook live streaming using streamyard app and video recording of PhilHealth President Chief Executive Officer or Executive Vice President and Chief Operating Officer
- Assigned technical support in Presscon with Media Partners
- Designate Property Officer in the Department

SOCIAL INSURANCE OFFICER II *(November 18, 2013- August 10, 2018)*

Corporate Action Center

- Handling inquiries received via private message in the Official Facebook Page
- Handling a variety of functions, including customer service and technical support.

- Resolved problems by clarifying issues by researching and exploring answers, implementing solutions and escalating unresolved problems.
- Report complicated issues using action slips for members' complains such as benefits, policies, services, fraud and etc.

CLERK III *(March 09, 2009- November 17, 2013)*

Local Health Insurance Office -Rizal

- Assigned in frontline to entertain queries of members and also receive claim reimbursement and processing of membership registration/updating etc.
- Assisted a cashier to received payment using the over-the-counter-collection system
- Handling incoming inquiries such as status of claims reimbursement, membership, contribution and others.
- Participate in conducting Information, Education and Communication Program (IEC) to the members in different Barangay 's and subdivision located in Marikina and Rizal Provincial Area.
- Assisted in verification of contribution, issuance of Certification for lost receipts & payment adjustment (overpayment, underpayment, double payment & correction of wrong PhilHealth Identification Number) for individually paying members only.

E.E ATIENZA ASSOCIATES

11/2006 - 02/2009

Accounting Staff

Caloocan City, Philippines

Field Department

- Responsible of preparing and filing for the registration of business permit and Remittance payment in the Social Security System (SSS), PhilHealth and Pag-ibig
- Responsible for check deposit in their personal bank account for payroll off accountant staff
- Responsible to preparing the voucher for billing of clients
- Responsible process of the registration permit of client/s to the Department of Trade Industry (DTI), Security and Exchange Commission (SEC) & Bureau of Internal Revenue (BIR)

GLOYEE TRADING

08/2008-10/2008

Inventory Clerk

Marikina City, Philippines

Admin Department

- Monitors and maintain current inventory levels; processes purchasing orders as required; tracks orders and investigates problems.
- Records purchases, maintains database, performs physical count to computer-generated reports

EDUCATION

BACHELOR OF SCIENCE IN OFFICE ADMINISTRATION

2003 - 2007

Access Computer & Technical Colleges, Quezon City