

Gretchen Selgas Ubas

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WORK EXPERIENCE

Pacific Prime Health Insurance

Claims Admin Associate

May 2024 - Feb 2026

- Responded to claims and benefits inquiries in a timely and professional manner
- Submitted insurance claims to insurers through email
- Followed up on Explanation of Benefits (EOB) requests and claim status updates
- Processed pre-authorizations and guarantees of payment
- Maintained accurate claim records and documentation

ContactPoint 360 Philippines

Email Support Specialist

Sep 2022 - May 2024

- Resolved customer concerns through email support
- Managed portal access requests and organization contact updates
- Processed account changes and file withdrawal requests
- Ensured timely and accurate responses to client requests

SYKES ASIA INC.

Customer Service Associate

Feb 2022 - Sep 2022

- Assisted members with eligibility and benefits inquiries
- Reviewed claims status, denials, and related concerns
- Provided clear and professional customer support

Wipro Philippines INC.

Customer Service Associate

Jun 2018 - Feb 2022

- Assisted customers with order status inquiries
- Processed orders, refunds, returns, and exchanges
- Delivered quality customer service while meeting performance goals

EDUCATION

University of the Visayas Toledo Campus

Bachelor in Elementary Education

SKILLS & INTERESTS

Skills: Communication, Task management, problem-solving, adaptability, efficiency, accuracy, quality results, remote work, continuous learning

Interests: Reading, Learning new technologies/things, Personal Development, Watching Documentaries, Exploring Digital Tools