

# Earl Jan Miko L. Nieva

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## Personal Details

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- Date of Birth : 10/10/1997
- Marital Status : Single
- Nationality : Filipino
- Gender : Male

## Objective

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To be a part of a fast growing company that would further enhance my skills and knowledge for the organization's development as well as my personal and professional growth to attain a position that will best fit my qualifications.

## Skills

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- Computer Literate
- Has good interpersonal & team skills
- Adaptable, fast-learner and hardworking
- Can work with minimal supervision ever under pressure.

## Education

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- **La Consolacion University Philippines** 2014-2018  
BSBA Major in Financial Management

## Experience

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- **Pampanga Premiere Medical Center** March 2019 - May 2021  
Philhealth Clerk
  - Accommodate patient's inquiries Philhealth concern.
  - Collect & validate all Philhealth requirements from patients for the processing of Philhealth reimbursement.
  - Coordinate with the biller regarding assessed Philhealth deduction from patient's bill.
  - Attend Philhealth seminars and keep updated regarding Philhealth circulars.
  - In-charge in making sure that Philhealth claims subject for reimbursement are submitted to Philhealth office on time, and that all documents are intact, complete and accurate.
  - Monitor payments made by Philhealth and reconcile payment with reimbursement submitted to Philhealth to check if all claims were paid.
  - Maintain a systematic filing system of all documents related to Philhealth transactions.
  - Coordinate with concern department to facilitate timely processing of PHIC transaction.
- **Urology Center of the Philippines** June 2021 - January 2022  
Philhealth Clerk/Medical Receptionist
  - Ensure that Philhealth benefit claims are valid.
  - Prepare bills accurately.
  - Provide notice of deposit payments.
  - Monitor patient accounts.
  - Provide progress billing.
  - Request hospital deposits.

- Receive and check Philhealth requirements submitted by patients.
- Coordinate with the billing clerk for the accurate deduction of Philhealth•
- Maintain an effective filing system of all Philhealth records and transactions.
- Gather requirements for, process, and submit Philhealth patient claims.

- **Carelon Global Solutions**

February 2022 - May 2025

Customer Care Representative I

- Answering customer questions about products and services.
- Resolving customer complaints
- Helping customers with product use, technical issues, and troubleshooting.
- Processing orders, cancellations, and returns.
- Analyzes problems and provides information/solutions. Operates a PC/image station to obtain and extract information; documents information, activities and changes in the database.
- Thoroughly documents inquiry outcomes for accurate tracking and analysis.
- Develops and maintains positive customer relations and coordinates with various functions within the company to ensure customer requests and questions are handled appropriately and in a timely manner.
- Provides external and internal customers with requested information. Proficient in all basic customer service functions.
- Receives and places follow-up telephone calls / e-mails to answer customer questions.

- **Carelon Global Solutions**

May 2025 - Present

Customer Care Representative II

- Analyzes problems and provides information/solutions.
- Operates a PC/image station to obtain and extract information; documents information, activities and changes in the database.
- Thoroughly documents inquiry outcomes for accurate tracking and analysis.
- Develops and maintains positive customer relations and coordinates with various functions within the company to ensure customer requests and questions are handled appropriately and in a timely manner.
- Researches and analyzes data to address operational challenges and customer service issues.
- Provides external and internal customers with requested information.
- Proficient in all basic customer service functions. Receives and places follow-up telephone calls / e-mails to answer customer questions.
- Deviation from standard practices and procedures with the assistance of a computerized system.
- Seeks, understands and responds to the needs and expectations of internal and external customers.

## Reference

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- **Chaira Dee L. Reyes - "Concentrix"**  
IT/Telecoms Engineer II  
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- **Evelyn Joy A. Paje - "Carelon Global Solutions"**  
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- **Mightee Roi G. Borlongan - "Carelon Global Solutions"**  
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