



Christelle Carmen

Customer Service Representative

☎ (+639) 063327431

✉ carmenchristelle23@gmail.com

SKILLS

- Customer Service
- Effective communication
- Ability to work well under pressure
- Computer Literacy
- Active Listening
- Problem Solving
- Able to Adopt to New Environment
- Time Management
- Work Ethic

EDUCATION

CAPIZ STATE UNIVERSITY

- BSBA-Marketing Management (2015-2019)

REFERENCE

Marvin Sembrano
Supervisor (Exl Services)
marvinsembrano@gmail.com

SUMMARY

Customer Service Representative for over 5 years of experience in different Line of Business. Handling Financial Account, Retail and Healthcare Associate. Strong communication skills, providing benefit and eligibility, processing payment and collaborating with different healthcare providers to optimize patient care.

WORK EXPERIENCE

EXL SERVICES PHILIPPINES (HEALTHCARE ASSOCIATE)

- Provided compassionate care to patients in terms of Claims, and Benefits and collaborating with Providers, like Doctors, to obtain Benefit for Patients when it comes to services that will be rendering.

SAGILITY (CSR)

- Receiving calls, when patient called to obtain benefit for specific service. Providing information about the claims if they have dispute how the claim processed.

NEARSOL PHILIPPINES (CSR)

- Receiving inbound calls, when customer calls about the service being disconnected, assisting for payments and processing disputes.