



Curriculum Vitae

Ryan Alfred Valenzuela

Contact

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Daang Pare, Orion,
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Education

Bachelor of Science in
Computer Science

**Perpetual Help College of
Manila**

Undergraduate

Technical Skills

- Office Suites: Microsoft Excel, Word, Google Workspace
- CRMs: Salesforce, Clio, Zendesk

Skills

- CRM Management
- Customer Service
- Data Entry

Language

English

About Me

Customer-focused professional with a strong attention to detail and excellent communication skills. Known for building trust with clients, delivering accurate information, and maintaining professionalism in fast-paced environments. Committed to providing a seamless client experience while supporting individuals through important and often time-sensitive matters.

Work Experience

Genpact

Jan 2024- January 2026

Medical Records Retrieval Specialist

- Conducts outbound calls to schedule and retrieve medical records from medical facilities and providers in a timely and professional manner.
- Ensures that all data is collected accurately
- Conducts research for facilities and providers contact information not accurately provided by the health plan
- Does escalations for situations that needs to be address by the health plan
- Communicates with involve parties through email and calls. Especially if the medical facility or health providers have specific preferences when being contacted upon scheduling of the medical records retrieval.

Foundever (Formerly Sitel)

Jan 2015- November 2023

Fraud Analyst

- Provides real time fraud service in filtering the accounts from fraudulent activities
- Ensures communication with the client regarding updates and loopholes within the accounts
- Ensures that all data is collected accurately

Sitel (Formerly Sykes)

Jan 2011- January 2015

Tech Support Representative / Escalations Team

- Provides first line technical support through chat and email.
- Accepts inbound chats and emails
- Demonstrates a strong customer service orientation and takes responsibility for follow up to
- ensure customer needs and expectations are satisfied.
- Utilizes laboratory resources to walk-through customers and verify symptoms
- Ensures that all communication with customer is within the guidelines of the client
- Ensure required information is entered into central database pertaining to customer problems

References

Oliva Lee

Genpact - Training & Call Quality
Supervisor

Phone: +63927-5936801

Anthony John Trinidad

Genpact - Team Leader

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