

NICOLE CYPRIANNE INFANTADO



Phone: (+63) 976 244 6147

Nationality: Filipino

Email: ncyprianne@gmail.com

Address: 23-E NATIONAL ROAD MEA
APARTMENT (C), PUTATAN
MUNTINLUPA CITY

Birthday: September 16, 1995

PROFESSIONAL SUMMARY

Detail-oriented professional with more than 6 years of experience in customer service, healthcare support, claims analysis, technical support, and insurance investigation. Experienced in reviewing complex cases, analyzing data, validating information, and determining claim recoverability through subrogation investigations. Strong background in problem-solving, customer advocacy, quality assurance, and cross-functional collaboration. Proficient in Microsoft Office applications and handling high-volume case management while maintaining accuracy and compliance.

PERSONAL / TECHNICAL SKILLS

- Data Analysis
 - Claims Investigation
 - Insurance & Subrogation Review
 - Case Management
 - Microsoft Excel (Pivot Tables, Reporting)
 - Quality Assurance
 - Documentation Review
-

EDUCATION

Bachelor of Science in Electronics and Communications Engineering

Malayan Colleges Laguna

Pulo-Diezmo Road, Cabuyao, Laguna

Completed coursework: 2012

(Undergraduate, degree not completed)

Work Experience

OPTUM GLOBAL SOLUTIONS

Subrogation Investigator

January 28, 2024 – Present

- Conduct detailed investigations of accident-related claims to determine subrogation opportunities and recovery potential.
- Analyze claim files, police reports, medical records, insurance documentation, court documents, and supporting evidence.
- Verify and validate accident information to assess liability and identify responsible parties.
- Determine whether claims are legally and financially pursuable based on available evidence and policy guidelines.
- Perform data analysis and quality checks to ensure accuracy, completeness, and compliance with company standards.
- Research insurance coverage, third-party liability, and recovery opportunities.
- Document findings, recommendations, and investigative results in internal systems.
- Collaborate with internal teams and external stakeholders to obtain additional information and resolve discrepancies.
- Maintain productivity and quality metrics while managing multiple cases and deadlines.

TDCX PHILIPPINES

Support Ambassador

March 30, 2023 – December 15, 2023

- Assisted guests and hosts with reservation inquiries, booking modifications, cancellations, and account-related concerns.
- Provided exceptional customer support through phone, chat, and email while maintaining high customer satisfaction ratings.
- Resolved complex reservation issues by investigating account details, policies, and transaction records.
- Mediated disputes between guests and hosts to achieve fair and policy-compliant resolutions.
- Assisted guests in securing alternative accommodation during last-minute cancellations and travel disruptions.

- Provided technical support for account access, verification, and platform navigation issues.
- Educated users on Airbnb policies, procedures, and best practices to enhance their overall experience.
- Documented customer interactions accurately and maintained detailed case records within internal systems.
- Collaborated with cross-functional teams to resolve escalated cases and service-related concerns.
- Consistently met quality, productivity, and customer experience performance metrics.

EXL SERVICE PHILIPPINES

Customer Service Advocate

November 02, 2021- March 30, 2023

- Provided accurate and timely information regarding member eligibility, benefits, claims, and coverage inquiries.
- Resolved complex customer concerns while ensuring compliance with company policies and healthcare guidelines.
- Handled escalated calls and served as a point of contact for challenging member issues, delivering effective resolutions.
- Supported new and tenured agents by providing guidance on call handling, claim inquiries, and issue resolution.
- Managed mentor line calls, assisting agents with real-time problem-solving and ensuring quality customer service.
- Demonstrated strong analytical and critical-thinking skills when reviewing member accounts and claim-related concerns.
- Maintained high standards of customer satisfaction, professionalism, and accuracy in a fast-paced environment.
- Collaborated with team members and leadership to improve service quality and operational efficiency.

ISTA PERSONNEL SOLUTIONS, INC.

Case Manager Representative

April 15, 2021 – October 15, 2021

- Processed and managed continued stay authorization requests for skilled nursing services across Commercial, Medicare, and Medicaid plans.
- Coordinated with insurance providers, healthcare facilities, and clinical teams to obtain required documentation and support timely authorization decisions.
- Conducted follow-ups on pending requests and gathered additional clinical information to facilitate case reviews.
- Managed facility communications and responded to inquiries through email and other communication channels.
- Performed verbal reviews and pre-authorization processes for skilled nursing care in accordance with payer guidelines.
- Maintained and organized census reports for seven skilled nursing facilities, ensuring accurate patient tracking and case management.
- Ensured compliance with healthcare regulations, insurance requirements, and internal quality standards.
- Demonstrated strong attention to detail while managing multiple cases and meeting established turnaround times.

HINDUJA GLOBAL SOLUTIONS

Customer Service Advocate

July 15, 2019 – March 15, 2021

- Assisted members and healthcare providers with inquiries related to benefits, eligibility, claims status, and coverage information.
- Provided accurate and comprehensive support while ensuring compliance with healthcare policies and procedures.
- Reviewed and analyzed denied claims as part of a back-office claims team, identifying discrepancies and supporting claim resolution efforts.
- Investigated claim-related issues and coordinated with appropriate departments to facilitate timely resolutions.
- Managed Choice Funds accounts, assisting members with account inquiries, transactions, balances, and reimbursement processes.
- Maintained detailed and accurate documentation of member interactions and claim reviews.
- Demonstrated strong analytical and problem-solving skills in handling complex account and claims-related concerns.

- Consistently delivered high-quality customer service while meeting productivity and quality performance metrics.

CONCENTRIX

Advanced Technical Support

October 30, 2018 – July 01, 2019

- Provided advanced technical support for prepaid, postpaid, and connected device accounts, including tablets, cameras, and wireless internet services.
- Diagnosed and resolved device, network, and service-related issues, including voicemail, hotspot connectivity, wireless home internet, and account access concerns.
- Assisted customers through remote troubleshooting sessions to identify and resolve technical issues efficiently.
- Processed warranty claims and handled warranty dispute cases in accordance with company policies and procedures.
- Resolved billing inquiries, plan changes, account disputes, and international service concerns.
- Investigated order-related issues, including order status inquiries, fulfillment concerns, and dispute resolution.
- Supported customers with online account management, password resets, and account recovery requests.
- Activated and provisioned devices, including updating IMEI and SIM card (ICCID) information.
- Processed account maintenance requests, including updates to billing information, authorized users, wireless numbers, and account ownership details.
- Managed devices unlock requests and ensured compliance with eligibility requirements.
- Assisted customers with account cancellations, retention efforts, line suspensions, restorations, and lost or stolen device concerns.
- Maintained high levels of customer satisfaction by delivering accurate solutions and exceptional service in a fast-paced environment.

I hereby certify that the above information is true and correct to the best of my knowledge and belief.


NICOLE CYPR ANNE INFANTADO
Applicant