

# JESSELYN CO DOMINGO

EVA | TC

BILLING SPECIALIST

SOCIAL MEDIA MANAGER

## PERSONAL SUMMARY

- Address: Manila, Philippines
- Date of Birth: March 21, 1990
- Nationality: Filipino
- Gender: Female

## CORE SKILLS & TOOLS

- Easily gaining new skills- without difficulties.
- Can adjust to new work environment Experienced with office applications as well as in the internet
- Computer Literate. Knowledgeable in MS Office
- Office skills paper works. Flexible, hardworking, punctual dedicated & confident.
- Time management skills.
- Well versed with medical terminologies and administration skills.
- Has zest for learning, high stress, tolerarance and commitment to work,.
- Interpersonal and good communications skills.



## WORK HISTORY

### Team Leader Associates / EVA / TC

PAMS Global Solution | March 2025 to December 2025

- Monitoring VA's task
- Assisting VA's concerns
- Checking emails for client concerns
- Updating trackers / Admin Task
- Checking Attendance and Payroll
- Coaching sessions with VA's

### Customer Care Officer

LifeInsurance& Annuity| May 9, 2022 to Jan 17, 2025

- Taking Inbound calls and assess customers to determine suitable life insurance product.
- Assisting with regards to their needs such as claims, eligibility, premium payments, terms and condition and benefits.
- Builds a rapport to maintain strong relationship with customers especially with elderly customers.

### Customer Service Representative (Remote Patient Monitoring)

Pacific CrossPhilippines(HealthCare)|Apr30,2018 up to Mar 2, 2022

- Assisting patients with wearable device to track vital signs and other health issues and emergencies.
- Helping patients to collect and transmit data for daily records.
- Requires patients to actively engage with devices to protect them.
- Taking leads with agents, doing coaching session, huddle to manage their KPI's and also doing payroll on excel file.
- Inbound calls to assist patients / customers for their health insurance.
- Taking premiums payments over the phone to assures that they are covered with health insurance.
- Explain the eligibility and benefits of their insurance.

### Property Support (Travel)

AltisourceSolution |May22, 2017 –Nov 10, 2017

- Help tenants with concrete needs around the move in, such as unpacking, getting familiar with the building routine and location of laundry, neighborhood resources, staff locations and responsibilities
- Assisting them to rent or book reservation.

### Fraud Analyst

Convergys Philippines |Nov 2015 – June 2016

- Conduct investigations to find of fraudulent activity
- Monitor debit card fraud alerts daily and take necessary action to protect customers and the bank
- Responsible for the prevention and detection of potential fraud across all payment channels by reviewing customers' accounts

### Telemarketing Officer

CaritasHealthShield|Feb 12, 2012 – Sep 16, 2015

- Answers clients' questions about product and services
- Contact customer to offer Life and Health Insurance.
- Explaining the benefits and coverage of policies.

## EDUCATION & TRAINING

St. Jude College

Bachelor of Science in Nursing