

# DARAH PAULINE BANUELOS

Pasay City, Philippines | 0927-806-7587 | darahpaulineb@gmail.com | LinkedIn: darah-pauline-banuelos-4b6769263

**Back-Office & Security Monitoring Professional** with 6+ years of experience in non-voice operations, email-based support, account processing, and incident reporting. Brings steady attention to detail, clear communication, and a calm approach in fast-paced settings.

---

## CORE SKILLS

Non-Voice & Back-Office Operations • Email-Based Support • Security & CCTV Monitoring • Incident Reporting • Account Processing • Data Entry (45 WPM) • Microsoft Excel (VLOOKUP, Pivot Tables) • Microsoft 365 • Compliance Monitoring • Attention to Detail

---

## PROFESSIONAL EXPERIENCE

**Security Monitoring Analyst** | Facility Operations Services, LLC | May 2025 – March 2026

- Monitor CCTV alerts and email notifications to identify security incidents.
- Review footage and prepare detailed incident reports, documenting findings with timestamps, screenshots, and clear narrative descriptions.
- Maintain accurate logs and escalate technical issues following SOPs.

**Enrollment Assessor / Account Processor** | Avega Managed Care, Inc. | Mar 2021 – May 2024

- Handled high-volume non-voice processing including enrollments, amendments, renewals, and deletions.
- Managed 200–300 daily emails ensuring accuracy, compliance, and timely resolution.
- Maintained member records, compliance updates, and weekly reports.
- Provided customer support via email, chat, and phone, handling follow-ups and resolving client concerns.
- Generated and submitted weekly reports for special accounts and operational updates.

**Administrative Assistant** | Microbase, Inc. | Apr 2018 – Jun 2019

- Coordinated IT product deliveries, vendor receipts, and client schedules.
  - Provided administrative, documentation, and filing support to account managers.
- 

## EDUCATION

**BS in Business Administration, Major in Financial Management** – Divine Word College | 2017

## LANGUAGES

English – Conversational | Tagalog – Fluent