

Jenyl Mernilo

mernilojenyl0918@gmail.com | +63 968 585 0422 | Antipolo City, Philippines

PROFESSIONAL SUMMARY

Results-driven Customer Service and Technical Support professional with 4 years of experience in the BPO industry supporting customers through phone, email, and chat channels. Skilled in resolving technical concerns, managing high-volume customer interactions, and delivering excellent customer experiences while meeting company KPIs. Experienced in handling medical insurance claims and administrative support with strong attention to detail, communication, and problem-solving abilities.

KEY SKILLS

Customer Service | Technical Support | Medical Billing | Medical Insurance Claims | Email & Chat Support | Google Workspace | Microsoft Office | Problem-Solving | Communication Skills | Attention to Detail | Remote Work Readiness | Multitasking | Adaptability

PROFESSIONAL EXPERIENCE

Customer Service Representative (CSR)

IBEX Philippines | 3 Years and 6 Months

- Assisted customers with account inquiries, billing concerns, and service-related issues through phone, email, and chat support.
- Managed high-volume customer interactions while consistently meeting performance and customer satisfaction metrics.
- Resolved customer concerns efficiently through active listening, troubleshooting, and effective communication.
- Maintained professionalism and accuracy while handling multiple customer concerns in fast-paced environments.

Medical Insurance Claims Representative

6 Months

- Handled medical insurance claims processing and verification with accuracy and attention to detail.
- Reviewed claim information, resolved billing concerns, and ensured proper documentation submission.
- Communicated with patients and insurance providers regarding claim status and coverage inquiries.
- Maintained confidentiality of patient information while meeting productivity and quality standards.

Technical Support Representative

HGS | 6 Months

- Provided technical troubleshooting and support to customers for service and device-related concerns.
 - Guided customers through step-by-step troubleshooting processes to resolve technical issues efficiently.
 - Delivered quality customer service while maintaining clear communication and issue resolution accuracy.
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TECH PROFICIENCY

Productivity & Admin: Google Workspace, Microsoft Office, Google Docs, Google Sheets, Google Drive
Communication: Email Support, Chat Support, Zoom, Google Meet
AI & Automation: ChatGPT, Grammarly
Project & Organization: Time Management, Multitasking, Data Entry

EDUCATION

Bachelor of Industrial Technology Major in Food & Service Management
Marikina Polytechnic College | 2017 – 2023

General Academic Track – Senior High School
Sumulong College of Arts and Sciences | 2015 – 2017

REMOTE WORK READINESS

Workspace: Quiet home environment suitable for remote work

Availability: Open to full-time remote opportunities and flexible schedules

Work Style: Able to work independently with minimal supervision and adapt quickly to new tools and systems

LANGUAGES

English: Fluent

Filipino: Native