

Kim B Mendoza

VA/CSR



📞 09397907947

✉️ kimbmendoza@gmail.com

PROFESSIONAL EXPERIENCE

Customer Service Representative | September 2024-2026

Carelon Global Solutions

- Answer inbound and outbound calls from members, providers, and clients.
- Assist customers with questions about: Insurance coverage and benefits, Eligibility verification and Claims status and processing
- Document customer interactions accurately in the system.
- Resolve customer complaints and provide appropriate solutions.
- Maintain confidentiality of patient and member information (HIPAA compliance).

Customer Service Representative | April 2023-2024

Teleperformance Philippines

- Review and explain claim denials and required next steps.
- Assist providers and members with claim submissions and corrections.
- Verify prior authorization requirements before services are rendered.
- Coordinate with claims departments to resolve processing issues.
- Track pending claims and provide timely updates to customers.

Freelance Virtual Assistant | March 2020 - April 2023

- Upload videos to the YouTube channel and schedule posts according to the content calendar.
- Create engaging thumbnails using tools like CapCut, Canva, Picsart and Kinemaster

EDUCATION

ACTS Computer College | 2006-2008

Master of Science in Mechanical Engineering

- Best Thesis Awardee
- Recognition for Extended Research Paper

CERTIFICATES

Professional Eligibility 2023

Civil Service