



JULIAN BURK

CAREER PROGRESSION

PROJECT MANAGER

Comprehensive Rehab Consultants *June 2023 - Present*

- Onboarding & Tracking: Handled full US clinician onboarding and compliance, using Airtable and Google Sheets to keep all data organized.
- Background Screenings: Ran complete background checks and verified compliance documents using Checkr to meet strict medical standards.
- Partner Coordination: Served as the main contact for hospitals, setting up meetings to introduce our services and smoothly transition new clinicians.
- Systems & Reporting: Managed tracking via TruRCM and Teachable training modules, creating clear weekly progress summaries for leadership.

TEAM LEADER

Ylopo *December 2021 - June 2023*

- Provided targeted coaching and feedback to agents, facilitating achievement of real estate service goals
- Conducted root cause analysis by reviewing calls, leading to the generation of metric reports for maintaining quality standards
- Facilitated communication between marketing, operations, and client advisors to translate client needs into operational strategies
- Implemented upskill training, developed training materials, and organized knowledge base to enhance client and team success

ESCALATIONS SPECIALIST

TaskUs *August 2020 - December 2021*

- Responded to customer requests for products, services and company information
- Assisted customers with their technical support requests and documented all interactions in system for future reference and addition to knowledge base.
- Collected customer feedback and made process changes to exceed customer satisfaction goals

SALES & RETENTION SPECIALIST

Concentrix *January 2019 - July 2020*

- Upsold and upgraded subscriber packages
- Retained customers by offering hardware upgrades
- Communicated all store initiatives/promotions to customers to generate return business
- Answered customer inquiries regarding their bill and cable plans via phone call
- Helped drive sales goals and achieve monthly quotas

ACADEMIC BACKGROUND

STI - DUMAGUETE

Computer Consumer Electronics (Deferred; November 2016)

REFERENCES

**Will provide more upon request*

INTRODUCTION

Results-driven Operations and Project Manager with over 5 years of leadership experience across US Healthcare compliance, Real Estate operations, and high-tier customer experience (CX) management. Expert in managing end-to-end clinical onboarding, background screening, and medical credentialing pipelines using Airtable and Google Workspace. Proven track record of translating complex client requirements into scalable operational strategies while leading high-performing remote teams

PROFESSIONAL SKILLS

Core Expertise: Clinical Operations, Medical Credentialing, Regulatory Compliance, Stakeholder Relations, Root Cause Analysis, Team Leadership, Process Optimization, Revenue Cycle Management Tracking.

Technical Software: Airtable, Google Workspace (Advanced Sheets), Checkr, TruRCM, Teachable, Salesforce, HubSpot, Zoom.

CONTACT DETAILS

Unit 116, A10 Bldg, Urban Deca,
Abangan Sur, Marilao, Bulacan
0976 221 2352
julianburk1210@gmail.com