

# LAIZA JAVELLANA

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RECOVERY, DENTAL, CSR & TSR SPECIALIST

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## CONTACT

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0956-299-3516

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<https://www.linkedin.com/in/laiza-javellana-981799165/>

## PROFILE

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Experienced recovery professional with strong focus on team collaboration and achieving results. Skilled in crisis intervention, conflict resolution, and case management. Known for adaptability and reliability, consistently meeting changing needs and demands. Adept at building trust and fostering positive outcomes in challenging situations

## SKILLS

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Knowledge on Dental Insurance  
Claims and Processing  
Process Bill Explanation to  
customers  
Communication  
Client Relationship Building  
Strategic thinking

## EXPERIENCE

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### **Dental Biller**

**November 07, 2025 – March 12, 2026**

#### **MOD Practice**

Worked as a Dental Biller focused on dental insurance claims processing and accounts receivable follow-up. In this role, I reviewed and processed claims, followed up with insurance carriers regarding unpaid or delayed claims, and helped resolve billing discrepancies. I also handled claim status checks, denial follow-ups, and documentation updates to support accurate and timely reimbursement. My experience in this role strengthened my attention to detail, communication skills, and understanding of dental billing workflows and insurance processes.

### **Amazon Recovery Specialist**

**January 03, 2023 – November 07, 2025**

#### **Evotech Software Solutions**

As an Amazon Recovery Specialist in Seller Support, I handled recovery-related concerns on the seller's side, assisting with account and performance-related issues while providing timely and accurate support. My role involved reviewing cases, addressing seller concerns, resolving complex issues in line with company policies, and documenting interactions clearly. This experience strengthened my problem-solving skills, attention to detail, and ability to communicate professionally while supporting sellers through challenging account situations.

## EDUCATION

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University of Southeastern  
Philippines  
2011-2016  
BS in Entrepreneurship

## AWARDS

EMPLOYEE OF THE MONTH  
LEADERSHIP AWARD  
BEST PERFORMER AWARD – Dental  
Biller

## COMMUNICATION

- ❖ Excellent verbal and written communication skills
- ❖ Strong interpersonal and cross-functional collaboration
- ❖ Skilled in presenting complex ideas clearly to diverse audiences
- ❖ Proficient in professional communication tools; Slack,
- ❖ Microsoft Teams, Zoom, Google Meet, Google Docs, Salesforce, Amazon Seller Central, Eaglesoft, Open Dental and Carestack
- ❖ Experience creating reports, documentation, and User Guide/User Manual

## LEADERSHIP

- ❖ Client appointed Team Leader for a Dental Insurance Account since January 2020.
- ❖ Appointed Point Person/SME as Amazon Recovery Specialist whenever the Team Leader is not around.

## REFERENCES

Lourymie Chin Toe  
0927-619-1892  
Freelancer – CSR

### **Cindy Delos Reyes**

0951-696-0005  
cindy@sellerinvestigators.com  
Former Team Leader at EvoTech

### **Service Desk Analyst**

**October 18, 2022 – December 06, 2022**

**Contractual- Part Time**

### **Merchant and Technical Support**

**July 21, 2022 - September 30, 2022**

**Scale Experts Inc.**

**Contractual-Part Time**

### **Dental Accounts Receivable (Dental Biller)**

**Team Leader from January 2020-2022**

**June 17, 2019 – July 06, 2022**

**Siblings Solutions**

As a Dental Claims Specialist and Dental Account Team Leader since February 2020, I have been responsible for managing dental insurance claims, following up on unpaid or delayed accounts, and helping ensure accurate and timely reimbursements. Your role includes reviewing claim details, verifying insurance information, resolving denials, and communicating with insurance carriers regarding claim status and payment issues. As a team leader, you also support daily operations, help guide team members, and contribute to maintaining productivity, accuracy, and quality in claim processing and account follow-up.

### **Technical Support Representative**

**February 19, 2016 – May 26, 2019**

**Concentrix Philippines**

As a Technical Support Representative, I provided support through chat, email, and voice channels, assisting customers with troubleshooting, product concerns, and issue resolution. I was also part of the pilot team that handled cases for newly launched devices, which required strong product knowledge, adaptability, and the ability to manage complex or unfamiliar issues efficiently. This role helped me strengthen my communication, problem-solving, and multitasking skills while delivering quality customer support across multiple platforms.

### **Accounts Associate**

**June 11, 2015 – November 19, 2015**

**VXI Global Solutions**

### **Customer Service Representative**

**April 04, 2014 – November 20, 2014**

**Teleperformance Philippines**