LIANNAH ARRIOLA

ann08016@gmail.com | linkedin.com/in/liannah-arriola-7a09422b5

HEALTHCARE ADMINISTRATIVE ASSISTANT

PROFESSIONAL SUMMARY

Administrative and customer support professional with over 4 years of BPO customer service experience supporting U.S.-based accounts. Experienced in phone and email communication, Zendesk ticket tracking, issue escalation, data management, research, and remote task coordination. Holds a bachelor's degree in Information Technology. Seeking to bring strong documentation, follow-up, and accuracy skills to healthcare administration while learning medical records, prior authorization, and insurance claims workflows through employer-provided training.

CORE SKILLS

Administrative support | Data entry and record maintenance | Documentation and accuracy checks | Email correspondence | Zendesk ticket management | Issue escalation and follow-up | Research and information verification | Task coordination | Customer service | Excel and Google Sheets

PROFESSIONAL EXPERIENCE

Cohesive | Virtual Assistant | Apr 2024 - Aug 2025

- Provided remote administrative support through data management, research, lead generation, and task coordination for business operations.
- Organized and updated information, checked research findings for accuracy, and managed multiple priorities in a virtual environment.

Foundever | Customer Service Representative / Resident Coordinator | Jul 2023 - Apr 2024

- Supported a U.S.-based property management account, handling resident concerns through phone and email communication.
- Created and maintained Zendesk support tickets, tracked concerns, and resolved or escalated issues to support timely follow-through.
- Promoted to Subject Matter Expert after one month for consistently exceeding KPIs; coached peers and supported team performance.
- Received formal recognition and a service excellence award for exceptional customer experiences.

ChurchSpring | Junior Web Developer | Jul 2022 - Apr 2023

- Analyzed code, identified bugs, and implemented fixes using HTML, JavaScript, and AJAX to improve web application functionality.

WhiteHat Jr | Online Web Development Instructor | Nov 2020 - Dec 2022

- Delivered online web development instruction using learning management systems and video conferencing; assessed assignments and provided constructive feedback.

TELUS | Customer Service Representative II | Jul 2016 - Aug 2020

- Assisted customers with mobile service activation, billing inquiries, payment processing, and device upgrades.
- Handled escalated loyalty and retention concerns, clarified account details, and helped customers understand available solutions.

Aegis PeopleSupport, Inc. | Associate Recruiter / Account Executive | Jun 2014 - Feb 2016

- Assisted applicants seeking U.S. IT positions; processed passenger tickets using Amadeus and Sabre in an account executive role.

EDUCATION

Bachelor's Degree in Information Technology | Pateros Technological College | 2017 - 2020

Undergraduate studies in Information Technology | Pangasinan State University | 2008 - 2011