

REY MARK CONSTANTINO GONZALES



WORK EXPERIENCE

OBJECTIVE

Detail-oriented professional with years of experience CSR, TSR, Appointment setter and administrative staff in various industries. Looking for a remote position as a virtual assistant.

PERSONAL INFO

MARITAL STATUS:

Married

Address:

Deleon street, Julo, San Antonio, Nueva Ecija, Philippines

Phone:

+63 961 491 4064

Email:

rmcg028@gmail.com

Linked:

<https://www.linkedin.com/in/reymark-gonzales-250baa76>

EDUCATION

School:

College for Research and Technology
2008 – 2014

Course:

Associated in Computer Technology

N2 Sleep DIAGNOSTICS, INC

311-B Mangga Avenue, Little Baguio San Juan M.M - Intake Specialist (January 2021 – August 2021)

- Process a variety of requests, Appointment inquiries and transactions via phone, email, fax, and mail
- Document all pertinent information related to the call/inquiry, attach supporting information as applicable and if unable to resolve route to appropriate area for follow up as applicable
- Gather and analyze data to provide feedback to Team Leads on employee development needs and/or specific providers requiring education on prior approval or pre-certification process
- Confirm accuracy of authorization details, ensure all codes are captured and authorization is within approved timeframes prior to surgery.
- Collecting payment such as copay or outstanding balances.
- Verify member benefits and eligibility and/or provider setup

Valtrans Transportation Systems and Services LLC

Rm 2701 HDS Tower, Cluster F, JLT, DUBAI

Team leader/Customer Service Representative /Payroll Associate/ Document controller (September 2017 – April 2020)

- Access an employee's timecard from any computer
- Adjust hours worked and any time off(leave) an employee has recorded
- Approve an employee's time worked and leave.
- View employee's vacation, sick leaves, and comp time balances and total hours worked
- Ensures that employees, properly submit timekeeping data.
- Contact the employee or manager to verify the missing data.
- Coordinate with finance and HR and provide data/documents in need.

Teleperformance: Customer Service / Technical Support Representative (2016-2017)

- Provide and resolve technical support advise to customer over the phone
- Working effectively within a team.
- Meeting the goal or task given in a timely manner.
- Work under pressure. Do multi-tasking, document the call while solving the customer issue.

Hinduja Global Solutions: *Customer Service Representative (level 2 agent) (2014-2015)*

- Respond to and resolve on the first call, customer service inquires and issues by identifying the topic and type of assistance the caller needs such as benefits, eligibility and claims, financial spending accounts and correspondence.
- Help guide and educate customers about the fundamentals and benefits of consumer-driven health care topics to include managing their health and well-being by selecting the best options, maximizing the value of their health plan benefits
- Meet the performance goals established for the position in the areas of: efficiency, call quality, customer satisfaction, first call resolution and attendance.

Sykes Asia Philippines: *Data Analyst (Back office) (2010 - 2012)*

- Responsible of encoding check's information such as Remitter Name, check amount (written numeric and alphabetical) and invoice numbers.
- Strictly comply and perform very well in its tasks that are in accordance to its company policies and procedures.
- Knowledgeable in its work area and work load in delivering the best service to the company they belong.
- Encode the necessary data give a complete, accurate and organized manner that is important to the needs of the company or any entity.

I hereby certify that the above information's given by me are true and correct to the best of my knowledge.