

ARMIDA GABASA

Knowledge Management Specialist

I have a strong drive for continuous growth in every role I take on. I'm passionate about learning new skills and expanding my knowledge, especially when I encounter challenges. I actively seek opportunities to improve, adapt, and contribute more effectively to my team and organization.

PROFESSIONAL EXPERIENCE

Twomagnets LLC. dba Clipboard Health

Feb 2022 - Mar 2025

Knowledge Management Specialist

- Designed, developed, and maintained knowledge management systems using Confluence, ensuring efficient information organization and accessibility.
- Automated various workflows using tools such as Zapier, Slack, HelloSign, and JotForm, which significantly streamlined operations and enhanced overall efficiency.
- Collaborated daily with cross-functional teams, driving process improvements by identifying gaps, suggesting enhancements, and refining processes for clarity and alignment with state healthcare regulations.
- Spearheaded the setup of state and facility-specific document requirements, working closely with staffing coordinators and administrators to ensure compliance and a seamless onboarding experience for healthcare professionals.
- Trained junior Knowledge Management Specialists.
- Collated and analyzed weekly consultation data, delivering comprehensive reports to BPO team leads with actionable insights to enhance team performance and drive operational efficiency.

Team Performance Coach

- Performed daily QA evaluations, identifying improvement opportunities for Subject Matter Experts (SMEs Tier 1 and 2) through root cause analysis and personalized 1:1 coaching sessions.
- Delivered comprehensive weekly team performance reports to stakeholders, providing insights to enhance efficiency and effectiveness.

Subject Matter Expert – Tier 2

- Managed escalated cases, ensuring timely resolution and adherence to SLAs. Provided expert guidance to team members and departments via Slack, clarifying complex concepts and addressing inquiries efficiently.
- Proficient in utilizing third-party verification systems to validate healthcare certifications, licenses, background checks, and drug screenings.
- Conducted in-depth research and collaborated with state Departments of Health and Human Services to ensure compliance with state-specific regulations.



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Villa San Mateo Phase 4,
Gitnang Bayan 2, San Mateo
Rizal

EDUCATION

Bachelor's Degree in Business Administration | 2006

University of Rizal System
Antipolo City

- Academic Excellence
Collegian Grantees Association
- General Secretary of the
University Student Government

SKILLS

- Data Analysis
- General Accounting
- Customer Service Skills
- Client Retention
- Workflow Automation (Zapier, Zendesk, Slack, Google Sheets, JotForm, HelloSign)
- Knowledge Management (Confluence, Google, MS Suite, Canva, Dropbox)
- Experience in Metabase, LivePerson, Salesforce, Lucid Chart, ERP, SAP, Oracle, Bliss, Citrix, CRM, QuickBooks Online

CERTIFICATIONS

- Philippine Institute of Certified Accounting Technologist – Certified Bookkeeper | Sep. 28, 2022
- Fundamentals of Project Management | 2023
- Google Digital Marketing | 2021
- QuickBooks Online | 2021
- Executive Assistant Skills | 2021
- CSSC Six Sigma White Belt | 2021

Lizardbear Tasking Inc., dba TaskUs

Mar 2017 – Feb 2019

Subject Matter Expert

- Led daily team meetings to deliver updates, disseminate critical information, and ensure process alignment across the team, driving productivity and performance.
- Developed and maintained Digital Knowledge Resources, streamlining access to product information and enhancing overall team product knowledge.
- Provided targeted support to team members, fostering continuous performance improvement and proactively addressing challenges.
- Conducted regular audits to evaluate work quality, identifying opportunities to enhance QA and improve CSAT scores.
- Actively participated in client calls and meetings, collaborating to refine tools and processes aimed at optimizing service delivery.
- Collated and provided daily reports tracking team productivity, key accomplishments, and addressing any issues or concerns.
- Managed client communications via Salesforce for a US-based cryptocurrency account, ensuring timely, accurate, and effective responses.

Convergys Phils.,

Apr 2011 – May 2013

Technical Support Representative

- Assisted AT&T DSL and U-verse customers with their general inquiries, billing, technical problems and close sales. Troubleshoot U-verse phone, Internet and TV.
- Skilled in identifying customer pain points and applying consultative selling techniques.
- Proficient in the Capture-Interest Phrasing method to effectively position and close sales through LivePerson chat, email, and phone calls.

Accenture Inc.,

Mar 2010 – Feb 2011

Data Analyst

- Data analysis and claims processing of health insurance for Anthem Blue Cross & Blue Shield.
- Handled outgoing calls to healthcare providers to solve and respond to benefit-and-claim-related inquiries and issues that arose during claims-processing.

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|----------------|----------------------------|---|
| • 2019 to 2022 | Operations Assistant | MEG Design Konstrukt – San Mateo, Rizal |
| • 2013 to 2017 | Online Shop Owner | Thrifty Home Essentials & Collectibles – San Mateo, Rizal |
| • 2008 to 2009 | Customer Service Associate | ICT Marketing Services Inc., – Marikina City |
| • 2006 to 2007 | Accounting Assistant | Amerigo T. Dela Paz and Partners – Antipolo City |

REFERENCES

Amie Pasaporte

SME – Clipboard Health

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