

ABOUT ME

As an experienced Customer Service Representative with a Bachelor of Science degree obtained in 2019, I possess a robust skill set in Customer Engagement, Basic Programming, Time-Management, Customer Service, Teamwork, and Creativity. I am eager to contribute my expertise and passion for excellence to your team, ensuring exceptional service delivery and innovative solutions.

SKILLS

CUSTOMER ENGAGEMENT

BASIC PROGRAMMING

TIME-MANAGEMENT

CUSTOMER SERVICE

TEAMWORK

CREATIVITY

LANGUAGES

ENGLISH

FILIPINO (TAGALOG)

HOBBIES

SWIMMING, SINGING AND COOKING

PERSONAL DETAILS

Date of birth

12 Jun 1999

Nationality

FILIPINO

Marital status

SINGLE

FAITH MARK APALLA

CHART RETRIEVAL SPECIALIST



53D BAES COMPOUND SAN GREGORIO VILLAGE, PASAY CITY, 1300



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WORK EXPERIENCE

OPTUM GLOBAL

SOLUTIONS

TAGUIG CITY
Sep 2023 - Aug 2024

CHART RETRIEVAL SPECIALIST

- Efficiently retrieve medical records and patient information from healthcare facilities.
- Support insurance claims processing and medical research with timely data retrieval.
- Operate under the direction of a medical records manager or healthcare administrator.
- Enhance healthcare operations through precise and swift retrieval processes.

CHANGE

HEALTHCARE

TAGUIG CITY
Aug 2022 - Sep 2023

CHART RETRIEVAL SPECIALIST

- Worked under medical records manager to locate patient information
- Ensured the accurate retrieval of medical data from healthcare facilities
- Improved claims processing by efficiently sourcing necessary documents
- Retrieved medical records for insurance claims and research purposes

TELUS INTERNATION
INC.

TAGUIG CITY
Feb 2022 - Aug 2022

CUSTOMER SERVICE REPRESENTATIVE

- Addressed customer inquiries with tailored solutions.
- Effectively communicated product and service details.
- Accurately processed orders, charges, and payments.
- Ensured seamless billing and payment procedures.

24/7 INTOUCH

ARANETA CUBAO
Oct 2021 - Jan 2022

CUSTOMER SERVICE REPRESENTATIVE

- Addressed customer inquiries and concerns with effective solutions.
- Delivered detailed information about products and services.
- Managed orders, calculated charges, and processed billing and payments efficiently.

CONCENTRIX

MAKATI CITY
Mar 2021 - Sep 2021

CUSTOMER SERVICE REPRESENTATIVE

- Addressed customer queries to ensure satisfaction
- Informed customers about product and service benefits
- Processed customer orders promptly and accurately
- Handled billing and payments efficiently to close sales

SECURE WEBZONE
INC.

MAKATI CITY
Nov 2019 - Mar 2021

TEAM LEADER

- Led, trained, and mentored team members to enhance skills and performance.
- Developed and implemented strategic plans to drive team success.
- Monitored and analyzed team progress to ensure goal achievement.

EDUCATION

MANILA
MONTESSORI
COLLEGE

BINA LAGUNA
2019

Bachelor of Science

- Bachelor of Science in Hotel and Restaurant Management

MABINI NATIONAL
HIGHSCHOOL

MABINI GAMU
ISABELA
2015

High school diploma

HIGHSCHOOL GRADUATE