

CYRIL CONRAD B. MANUBAG

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SKILLS:

- Real-time Analysis - Workforce and Scheduling Management
- Data Analysis and Process Optimization
- Quality Assurance
- Medical Record Management/EMR, HIPAA Compliance
- Claims Adjudication and Explanation of Benefits
- Customer Service and Sales
- Microsoft, Google and other communication tools ie..teams.

PROFESSIONAL SUMMARY

Accomplished professional with 16 years of experience in **workforce management, scheduling, quality assurance, customer service, claims processing, medical record management/EMR, and sales**. Adept at providing insights and data-driven recommendations to optimize processes, enhance operational efficiency, and ensure compliance with industry standards. Skilled in handling HIPAA-compliant medical records and claims while driving continuous quality and performance improvements. Committed to lifelong learning and delivering exceptional results.

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

Real-time Analyst, 07/2023 – 04/2025

Teleperformance - Kuala Lumpur, Federal Territory of Kuala Lumpur

- Successfully implemented real-time adjustments leading to improved adherence and SLA compliance by 10%.
- Led schedule optimization ensuring headcount allocation and minimizing downtime.
- Contributed to team meetings and ongoing projects to enhance operational effectiveness.
- Provided actionable insights that contributed to KPI improvements, including reduced handling time and increased customer satisfaction.

QA Assurance Analyst, 09/2017 - 09/2018

OfficePartners 360 / Contact Solutions Inc. - Cebu City, Philippines

- Developed and executed quality initiatives that enhanced customer interactions and compliance adherence.
- Mentored and conducted mock-ups by implementing feedback-driven coaching strategies, resulting in an increase in cluster performance.
- Played a key role in enhancing QA processes, contributing to increased customer satisfaction and regulatory compliance.

Sales Specialist, 01/2023 – 07/2023

Teleperformance - Kuala Lumpur, Federal Territory of Kuala Lumpur

- Built and maintained strong client relationships by providing tailored solutions to meet their needs.
- Collaborated with supervisors to ensure seamless sales closures and after-sales support.
- Troubleshoot technical issues, guided clients on service utilization, and successfully upsold additional services and product features, contributing to increased revenue and customer retention.
- Consistently achieved 110% (and more) of monthly sales target.

Account Specialist, 09/2020 – 04/2023

TDCX - Kuala Lumpur, Federal Territory of Kuala Lumpur

- Managed user support and account inquiries, resolving technical issues related to payments, payouts, and account management.
- Reviewed API codes for integration defects and escalated complex issues for resolution.
- Investigated and resolved payment disputes, refunds, and collaborated with other teams to address recurring issues.
- Awarded, Best-Performing APAC Agent in CSAT and Quality for Q3 2021, TDCX

Email Resolution Specialist/Escalation, 12/2018 - 09/2020

Sudong - Singtel - Melaka, Malaysia

- Managed high-priority cases, including legal disputes and regulatory complaints, ensuring compliance with company policies.
- Collaborated with cross-functional teams to identify process gaps and implement solutions, reducing recurring escalations.

EHR/Medical Records Specialist, 8/2016 - 08/2017

PicnicHealth - Cebu City, Philippines

- Achieved 99% data accuracy in processing and organizing patient records, ensuring high-quality documentation.
- Maintained strict HIPAA compliance while handling confidential patient records, laboratory reports, and genetic data.
- Conducted outbound calls to hospitals, labs, and clinics to verify and retrieve medical records, ensuring completeness and accuracy.
- Improved data processing efficiency, reducing turnaround time for medical record updates.
- Played a key role in AI model training by ensuring structured and high-quality data input, enhancing backend learning.

Claims Representative, 5/2015 - 08/2016

EXL - Cebu City, Philippines

- Managed patient accounts, explained eligibility and benefits, and processed payments.
- Reviewed and submitted claims for accuracy while resolving billing discrepancies.
- Followed up on denied or unpaid claims, ensuring efficient resolution.

Medical Claims Adjudicator, 9/2014 - 05/2015

United Health Group - Cebu City, Philippines

- Verified medical claims using ICD-9/10 codes, reason codes, and HCPCS.
- Investigated claims for compensability and ensured policy compliance.
- Coordinated medical treatment approvals and maintained accurate adjudication records.
- Driven higher number of claims adjudicated and accuracy rate.

Payment Center Representative, 4/2012 - 09/2014

Author Solutions - Cebu City, Philippines

- Monitored payment methods for functionality and resolved transaction inquiries.
- Investigated and processed chargebacks efficiently to minimize financial discrepancies.

Email Support Representative 1/2010 - 04/2012

ePerformax Contact Center - Cebu City, Philippines

- Resolved customer inquiries related to site functions, policies, and account management.
- Troubleshoot issues, facilitated conflict resolution, and addressed disputes and claims.

EDUCATION

Bachelors Degree, Nursing

University of the Visayas - Cebu City Philippines

AWARDS/RECOGNITIONS & CERTIFICATIONS

- Best-Performing APAC Agent in CSAT and Quality for Q3 2021, TDCX
- Business Email and Learning Strategies Certification, Sudong-Singtel 2019
- Lean Six Sigma Certified Yellow Belt Certification-Teleperformance

