

Jeosa Mae Atos



I am an experienced Customer Care Representative looking for a full time position where I can apply my skills and improving knowledge. Dedicated and results-driven Health Care Representative with experience in services to healthcare professionals, including physicians, pharmacists, and hospital staff. Skilled in building strong relationships, delivering accurate product information, and supporting healthcare providers to improve patient outcomes. Demonstrates strong communication, negotiation, and problem-solving abilities, with understanding of medical terminology.

EXPERIENCE

CUSTOMER CARE REPRESENTATIVE

Carelon Global Solutions

2023-2026

- Processing Outbound Calls to Patients and Providers Office to provide the outcome of Prior Authorization if it is Approved or Denied.
- Processing Patients and Providers Prior Authorization by Sending through there mail and fax.
- Demonstrates strong knowledge of verification, medical terminology, and HIPAA regulations.

CUSTOMER SERVICE REPRESENTATIVE

Sutherland

2020-2023

- Handle customer complaints and provide alternatives and/or solutions to ensure resolution of complaints.
- Ensure customers are satisfied with their purchases or service
- Make product recommendations or services to customers based on their needs and preferences.

ASSISTANT ACCOUNTANT

MRG RTW

2018-2020

- Handling weekly Payroll and Monthly expenses

SECRETARY

MRG RTW

2018

- Organizing documents and paperwork using MS WORD , EXCEL etc.
- Handle monthly Inventory of Stocks
- Schedule meetings
- Answering Inquiries from Clients

CONTACT

☎ 0975-604-4528

✉ atosjeosa@gmail.com

SKILLS

Outbound and Inbound Calling
Prior-Authorization Processing
Problem Solving
Computer Literacy
Leadership
Critical Thinking
Time Management

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION

Siena College of Taytay

2018 - 2022

INFORMATION TECHNOLOGY

STI College of Legazpi

2016 - 2018

CONTACT REFERENCE

MS. ROUELLA MAE MATARO

Team Leader

0916-250-9373