



## CONTACT

📞 0981-757-0001

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📍 Montalban, Rizal

## MY SKILLS

Customer Service

Chat support

Email support

## EDUCATION

**2011 Laguna State Polytechnic  
University**

Associate in Information  
Technology

# ADRIAN OMAGAP

## PROFILE

I am a graduate of two years of information technology who has a background experience of six years in customer service. I am a reliable, hard-working, and self-motivated person who can work well in a team or independently.

## EXPERIENCE

### Optum Global Solution

**Customer Service Advocate.**

**Chat support: October 23, 2023 – present.**

- Handling both pharmacy and pharmacy benefit through website.
- Using Live person (chat tool).
- Upskill- web support.

**Customer Service Advocate**

**Voice: July 15, 2022 – October 19, 2023.**

- Handling both pharmacy and pharmacy benefit through calls.
- Healthcare account.

### Magellan Solutions

**Customer Service Agent**

**Email Chat Support: 2020– 2022.**

- Answering customers' concerns or inquiries through email.
- Provide status of their orders and help them to place an order by sending an invoice if they can't place an order to the website.
- Helping customers who have complaints and issues with the delivery, item delivered, billing, cancellation of their subscription, and refunds.
- Using Zendesk and Shopify.

**Customer Service Agent**

**Voice: 2018–2020.**

- Lead Generation Agent (voice)
- Cold calling.
- Calling IT businesses, offering newsletters, and having them sign up for the services the business offers (B2B).