



AIZA MANGALO

Profile

Experienced and reliable Customer Service Representative with over 5 years of experienced including Healthcare Account, sales, technical Support, and customer care. Strong dedication helping customers resolve issues and cultivating a possitive image of the company.

Work Experience

2024

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2020

Ttec

Customer Service (**US Healthcare**)

- Handling inbound and outbound calls, Provides positive customer service and answers to customer questions about insurance benefits ,insurance claims,billing, and insurance coverage for medical,dental,and prescription.
- Assisting customers in scheduling appointments with their providers. Helping customers refill their medications.
- Maintain the confidentiality of patient information in accordance with HIPAA regulations.
- Resolve customers issues and concerns,provide the best resolution and best customer service with a smile in an empathetic manner.
- Entering customer data and interaction logs and ensure all documentation is complete and accurate.

2020

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2016

Telstra Powereb by Ttec

Customer Service Representative (**Telco Account**)

- Handling inbound and outbound calls about internet connection
- Processing request in moving internet and home phone connection services
- Offering new plans, products and services for internet service
- helping customers with technical issues about products and services.

2016

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2014


Convergys

Customer Service Representative

(**Telesales Account**)

- Assisting customers by providing products and services information and resolving problems.
- Selling products and services to customers /prospective customers.
- Meeting or exceeding sales goals
- helping customers with technical issues about productcs and services

Contact details

 09092012796

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 Tinghub Villaba, Leyte

Education History

BACHELOR OF SCIENCE in COMPUTER SCIENCE

Pamantasan ng Lungsod ng Muntinlupa
2009-2013

Skills

- Active Listening
- Communication Skills
- Time management
- Can work without supervision
- computer skills
- knowledgeable in MS office

Language

English

Tagalog