



ALFRITZ TABORA

CUSTOMER SERVICE REPRESENTATIVE



CONTACT



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1044 banilad, Dumaguete City,
Negros Oriental, Philippines 6200



EDUCATION



**Graduated 2008 Bachelor of Science in
Industrial Technology major in
Computer**

Negros Oriental State University



**1991 - 2001 Primary Level to
Secondary level**

Dumaguete Missionary Baptist Academy



PROFILE INFO

I'm confident and with strong analytical skills. I'm committed to learning new skills to succeed in any role and adapt to learning new things. Team player with an eye for detail.



WORK EXPERIENCE



AJT - Countrywide Medical

Sept 27, 2021 - July 7, 2025

* Medical Billing and Payment Posting Specialist (DME/CPAP)

- * Check/verify patient account for HIPAA Compliance, Insurance eligibility, Insurance coverage/benefits
- * Review EOB for accuracy of payment
- * Research discrepancies with underpayment, overpayment, denials or patient responsibility
- * Handle collections on unpaid accounts
- * Process payment for insurance claims (Coins, Copays, Deductible, Non-covered.)
- * Recognition: Top 1 Collections Performer year 2022



Teletch

June 8, 2015 - Sept 16, 2021

* Medical Insurance Specialist (Dental/HHC)

- * Handle Insurance Verifications, Pre Authorization, Claims, Appeal Review
- * Maintain accurate patient information and records within the EHR system
- * **Workforce Scheduler Specialist (OptumRX)**
- * Monitor Queue/Staffing/IDP/Occupancy/Absenteeism/Hourly/Tickets/Outages/Reports
- * UHG OptumRx Prescription Drug Plan Pharmacy Refill Representative
- * Recognition: Top 5 Performer



Student Universe

December 8, 2014 - April 27, 2015

* Travel Consultant Specialist (Airline Booking)

- * Airline booking Email and Chat Support
- * Respond to customer queries in a timely and accurate way via email & chat



Modern Healthcare Integration

April 27, 2014 - November 27, 2014

* Team Leader (Part time - Mental Health)

- * Assign tasks, prioritize workload and ensure timely completion by team members
- * Maintain communication channels, providing updates, feedback, and guidance to team members
- * Motivate team members, recognize achievements, and promote positive team culture
- * Problem Solving and conflict resolution
- * Manage daily operations and tasks
- * Coaching and Mentorship



Qualfon

July 26, 2010 - March 22, 2014

* Customer Service/Technical Support Representative

- * Provide assistance on mobile phone service provider (Straight Talk, Safelink, Net10, Tracfone)
- * Assist activate/deactivate phone service, Sales and Billing payments
- * Recognition: Top 7 Agent Performer December 7, 2012



SOFTWARE TOOLS & SKILLS

TOOLS:

- * Availity
- * Brightree
- * Athena
- * CallShaper
- * Zendesk
- * Niko Health
- * Sabre tool
- * Ring Central
- * Microsoft Office (Word, Excel, Powerpoint, Adobe)
- * Workforce Scheduler Editor
- * Chrome
- * Canva
- * Zoho

Medical Billing
Medical Payment Posting
Email/Chat Support
Customer Service Representative
Workforce Specialist
Appointment Setter
Data Entry



MY REFERENCE

Shiela Marie Alcantara

TELETECH
Global Trainer Center for Leadership Training

Daryl L. Ramirez INSPIRO

HR Admin Specialist