





ALYANA SANTILLAN



 Customer Service Representative | BPO
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 Prenza Uno Village, Prenza 1, Marilao, Bulacan

OBJECTIVE: Healthcare Customer Service Representative with experience providing voice support to US-based elderly members and caregivers. Skilled in call handling, active listening, CRM navigation, documentation, HIPAA awareness, multitasking, and meeting performance metrics in a fast-paced BPO environment.

PROFESSIONAL EXPERIENCE

Sagility (formerly HGS Healthcare)-Bridgetowne, Quezon City
Healthcare Associate / Customer Service Representative

- Provide voice support to elderly members and caregivers in the United States, addressing healthcare-related concerns with professionalism and empathy.
- Assist callers with health inquiries, service coordination, and general support while ensuring clear and accurate information.
- Apply strong listening comprehension and retention when handling sensitive concerns and following detailed instructions.
- Navigate healthcare systems efficiently during live calls and accurately document interactions for proper follow-up.
- Maintain patient confidentiality in compliance with HIPAA standards.
- Perform effectively in a fast-paced, metrics-driven BPO environment with varying schedules and call volumes.

Odfjell Philippines Incorporated-Pasay City

Client Operations Support Associate (BPO / Shared Services)

- Supported US-based clients and internal stakeholders in a service-oriented environment.
 - Demonstrated strong listening skills, attention to detail, and multitasking while navigating multiple systems.
 - Communicated professionally via email to resolve inquiries and support operational requests.
 - Thrived under tight deadlines and adapted quickly to workflow and schedule changes.
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EDUCATION

Tertiary	Secondary
Bachelor of Science in Accountancy	Accountancy, Business & Management
Saint Vincent College of Cabuyao	STI College Calamba

CORE SKILLS

- Excellent listening comprehension and verbal communication skills
- Strong multitasking ability while handling live calls and system navigation
- High proficiency in technical navigation across multiple systems and tools
- Strong information retention with accurate documentation skills
- Fast learner, tech-savvy, and able to adapt quickly to new processes
- Flexible and effective in fast-paced, metrics-driven environments with changing schedules.