



# Anne Franchezka Apostol

## CONTACT INFO

**Phone**

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**Address**

Bacoor, Cavite 4102

## PROFESSIONAL SKILLS

- Ability to work under pressure
- Ability to complete multiple tasks in a timely manner
- Team player
- Excellent communications skills
- Ability to adapt to changes
- High Achiever
- Solutions Oriented professional

## SOFTWARE EXPERIENCE

- Microsoft Office
- Social Media sites;
  - Facebook
  - Instagram
  - Twitter

## WORK EXPERIENCE

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### CUSTOMER SERVICE REPRESENTATIVE

Optum Global Solutions | November 2020 - December 2021

- was responsible for receiving calls from plan members with concerns such as billing, pharmacy, or medication checks for coverage and cost. This also includes helping the members with prior authorization and coverage determination as well as getting their plan documents such as welcome kits, formularies, and explanation of benefits, etc.
- Also involved in assisting the members with prescription refills and scheduling appointments which includes working with their provider's office and hospital for claim verifications and corrections

### CUSTOMER SERVICE REPRESENTATIVE

Accenture | March 2020- September 2020

- Handle client concerns
- Offer suitable solutions and alternatives within the allotted period, and then follow up to make sure the issue has been resolved.
- Maintained client interaction logs, and handled customer accounts.

## EDUCATION

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### NATIONAL TEACHERS COLLEGE

June 2020 - Present

Bachelor of Science in Psychology

## REFERENCES

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- Kimberly Mae Zuñiga | Thrive Well Infusion/Care Coordinator | [kzuniga@thrivewellinfusion.com](mailto:kzuniga@thrivewellinfusion.com)