



# ARTHUR SANNAD

GENERAL VIRTUAL ASSISTANT | CUSTOMER SUPPORT EXPERT



## CONTACT



### Phone

+63 921 736 8929



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### Address

948 Don Quijote St. España Blvd. Sampaloc. Metro Manila 1015, Philippines.



## EDUCATION



**June 2001 – Oct. 2005**  
**Bachelor of Science: Commerce –Management**  
University of Baguio.  
Baguio City. Philippines



**June 2008 – Oct. 2010**  
**Vocational: Computer Hardware Servicing NC-II**  
AMA Computer Learning Center . Alaminos City, Pangasinan. Philippines.

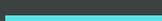


## LANGUAGE

• English



• Tagalog



## PROFILE INFO

As a highly capable Customer Service Associate, I have extensive experience in resolving intricate customer problems and ensuring positive interactions. I am focused on achieving efficiency, maintaining organization, fostering teamwork, and prioritizing customer satisfaction, business objectives, and sales success. Additionally, I possess expertise in managing documentation and addressing customer inquiries.



## WORK EXPERIENCE



**Dental and Pharmacy – Customer Service Associate Broadpath Healthcare Solutions (Dominion Dental and Centerwell Pharmacy) Work From Home Setup Main office: Baguio City Philippines**

**Aug 2021 - Mar 2023**

- Maintained customer satisfaction by addressing needs and resolving concerns.
- Provided primary customer support to internal and external members/providers with minimal wait times.
- Offered advice and assistance to customers with special needs or wants.
- Responded to customer requests for products, services, and company information.
- Determined root cause of problems to resolve product or service complaints.
- Updated account information and maintained customer records.
- Met customer call guidelines for service levels, handle time, and productivity.
- Responded proactively and positively to rapid change.
- Processed drug orders, established and maintained patient profiles, and assisted pharmacists.
- Supported pharmacists with day-to-day activities and pharmacy office management.



**Provider Service Associate Anthem – Blue Cross Blue Shield EXL Philippines, Pasay City. Manila Philippines**

**April 2019 – July 2021**

- Maintained accurate customer data manually and digitally
- Improved customer satisfaction by addressing issues promptly
- Exceeded service objectives with best practices
- Collaborated with other support teams for consistent high-quality support.



## WORK EXPERIENCE

- **Customer Service Representative** **April 2018 – Dec. 2018**  
**AT&T - DirectTV Sitel Corp.**  
**Baguio City. Philippines**

  - Provided customer support to internal/external customers in fast-paced environment.
  - Preserved revenue by using communication/negotiation skills, offering refunds as last resort.
  - Answered customer calls promptly to avoid wait times.
  - Collected feedback and made process changes to exceed 90% satisfaction goals.
  
- **Back Office Associate Pitney** **March 2011 – March 2018**  
**Bowes Mailing Solutions Sitel Corp.**  
**Baguio City. Philippines**

  - Collaborated with customer support teams to ensure consistent high-quality support
  - Improved efficiency and productivity through operational best practices and policies
  - Maintained customer satisfaction through forward-thinking strategies
  - Engaged customers on phone to identify needs and promote sales
  - Educated customers on promotions
  - Managed email correspondence and met SLAs
  - Maintained accuracy by following guidelines
  - Ensured timely follow-ups to avoid delays
  - Provided accurate billing information and processed payments and adjustments



## MY SKILLS & EXPERTISE

- Strong communication (written and verbal)
- Problem-solving and analytical
- Technical expertise in software and hardware
- Attention to detail
- Time management and organization
- Customer service
- Cross-cultural competence
- Knowledge of business processes, regulations and compliance
- Independent and team-oriented
- Proficient in data analysis
- Comfortable with various software and computer systems
- Flexible and adaptable to change
- Project management experience
- Excellent interpersonal skills.



## MY REFERENCE

### Kareen Jimenez

Broadpath Healthcare Solutions  
 - Dominion Dental  
 +63 908 898 0708

### Dimple Ashley Rosario

Broadpath Healthcare Solutions -  
 Centerwell Pharmacy  
 +63 909 009 4087

### Bryn Delfin

Operations Manager - Anthem EXL  
 Service Philippines - MOA Pasay City  
 +63 279 769 000

### Rolando Medina

Supervisor – AT&T Directv Sitel  
 PH Corp., Baguio City  
 +63 956 541 2548

### Dyan Karisma Go Moulic

Supervisor – AT&T Directv Sitel  
 PH Corp., Baguio City  
 +63 921 769 9903

### Edgar Allan Abuan

Supervisor – MACY’S Sitel Philippines  
 Corporation, Baguio City  
 +63 956 541 2548

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*

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 ARTHUR SANNAD JR.