



CARYL JANE VERGARA

I am a result-driven individual accustomed to overseeing operations with strong attention to detail. History of meeting group objectives through training, motivation, and performance management.



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Cebu, Philippines

Education

**Bachelor of Scient in
Business Administration,
Financial Management**

**University of San Jose
Recoletos**
2009 - 2013

Expertise

Team management

Customer Service

Appointment Setter

Email management

Scheduling



Work Experience

2025

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2023

Cold Caller, US Client

Real estate appointment setter

- Working with a real estate company in North Carolina, USA.
- Generate leads

2022

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2021

MedSpecialized Inc (DrCatalyst)

Medical Virtual Assistant

- Appointment setting in a Psychiatric Clinic in Illinois, USA
- Answer patient questions and provide assistance and directions
- Respond to emails
- Billing and Collection (collect co-pays and payments)
- Maintain and manage patient records with confidentiality (HIPAA trained)

2021

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2015

Concentrix, Ph

Team Leader

- Established open and professional relationships with team members to achieve quick resolutions for various issues.
- Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service.
- Facilitated training for associates through daily coaching and regular performance appraisals.

2015

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2013

Concentrix, Ph

Customer Service Representative

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Responded to customer requests for products, services and company information.