

EMMA FE LAZAGA

Healthcare | Insurance | Customer Service | BackOffice Specialist

PROFESSIONAL SUMMARY

Results-driven Customer Service, Healthcare, Insurance, and BackOffice Professional with 19+ years of experience supporting healthcare grievance research, life insurance reinstatement, Amazon seller recovery, customer resolution, eCommerce support, and administrative operations. Skilled in case management, documentation review, grievance research, email support, customer communication, policy review, document analysis, CRM systems, and final resolution support. Recognized for accuracy, adaptability, attention to detail, and delivering timely results in remote and fast-paced environments.

CORE SKILLS

Healthcare Grievance Research • Customer Service Tier 2 Support • Life Insurance Reinstatement • Case Management • Documentation Review • Complaint Resolution • BackOffice Support • Email & Client Communication • Amazon Missing Inbound Cases • Document Analysis • CRM Systems • Final Resolution Support • Research Notes & Case Documentation • Microsoft Office • Google Workspace • Adobe • Data Entry • Problem Solving • Remote Collaboration

PROFESSIONAL EXPERIENCE

Grievance Research Analyst | Helpware (Convey Health) | Sep 2025 – Mar 2026

- Conducted healthcare grievance research by reviewing plan information, case history, and supporting documentation before submission to Final Review.
- Created detailed research notes, research checklists, summaries of issue/resolution, and proposed resolutions while maintaining compliance and documentation accuracy.
- Prepared grievance case notes, crossreferenced GRV IDs, identified missed opportunities, and constructed customer letters for QIO, appeal, duplicate, and dismissal cases.

Recovery Specialist | Evo Tech Software Solutions (Amazon) | Jun 2024 – Jan 2025

- Filed Missing Inbound Shipment cases for Amazon sellers through detailed document review and case evaluation.
- Monitored emails, analyzed Amazon responses, communicated updates to clients, and tracked pending cases through resolution.
- Performed document analysis, navigation, and written documentation tasks to deliver accurate and timely backoffice support.

Customer Service Case Manager – Tier 2 | EXL (Prudential Life Account) | Oct 2019 – Jul 2023

- Managed life insurance reinstatement cases by reviewing policy requirements, documentation, and account details.
- Provided Tier 2 customer service support through phone and email communication with policyholders and agents.
- Handled case management, documentation review, escalation support, and final resolution assistance while maintaining service quality standards.

Ecommerce Specialist | eComGenie | Oct 2022 – Apr 2024

- Managed product sourcing, supplier communication, Amazon listings, and marketplace support activities.
- Maintained product accuracy, workflow organization, and operational documentation supporting eCommerce processes.

Sales Associate | AICA Australia | May 2018 – Sep 2019

- Generated and qualified leads, maintained CRM records, and supported customer engagement activities for solar solutions.

Customer Service Specialist | Comcast | Feb 2015 – Apr 2018

- Provided customer support, account assistance, issue resolution, and documentation support in a highvolume environment.

Inbound Sales Representative | Local Shop Japan | Jul 2012 – Jan 2015

- Processed inbound sales transactions, customer inquiries, and record maintenance tasks.

Customer Service Specialist | BlueShield of California | Aug 2007 – Jun 2012

- Assisted members with healthcare benefits, coverage inquiries, and customer support concerns.

Technical Support Specialist | TracFone | Sep 2007 – Mar 2008

- Delivered technical troubleshooting and customer assistance through phone-based support.

EDUCATION

Advanced Diploma in Information Technology (Undergraduate) – Informatics Computer College