



Hazel Ann Montillano

Experience

April 2021–July 2023

Onboarding Specialist • Founders Marketing Healthcare

- Help assimilate the new staff into the company workforce.
- Clearly communicate the company policies and procedures.
- Share necessary documentation regarding company operations with the new hires
- Email new staff with information about the company, including work schedules and log-ins.
- Introduce the new staff to their work schedule and leave/absence policy.
- Provide new appointments with manuals, guidelines, and passwords, as required.
- Provides details of all the initial duties of the new staff and answers all work-related questions.
- Maintaining resume databases and personnel files

June 2020–March 2021

Employment Verification Specialist • **Neeiamo PH**

- Make and take calls to employers for the purpose of verifying information stated by an applicant on his/her /her job application.
- Maintain and keep records of all calls handled to ensure all verifications made are followed upon on time.

December 2016–March 2020



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Content Moderator • Freelancer • Amazon

- Review massive amounts of textual, visual, and audio data to judge whether it complies with the predetermined rules and guidelines for the safety of a website.

March 2012–November 2016

Customer Service Representative (Chat, email, voice) • Convergys

- Answering questions about the company's products or services. (Australian Telco)
- Processing orders and transactions.
- Resolving issues and troubleshooting technical problems.
- Delivering information about a company's offerings.
- Providing proactive customer outreach.
- Handling customer complaints.
- Collecting and analyzing customer feedback.

September 2010–January 2012

Claims Support Specialist • APAC

- Receive and input claims information.
- Provide excellent customer service to agents and insurers.
- Assist customers with underwriting questions and problems, answer, written, telephone regarding coverage, ratings, and billing procedures.

Education

Philippine Christian University, Taft Ave. Manila

- BS. Hotel and Restaurant Management; 2006

References

[Available upon request.]

