JAY BEBANCO BALDOZA

📍 Taguig City, Philippines | ✉ jaybebancobaldoza@gmail.com | 💼 MS Teams/Zoom
Workspace: jaybebancobaldoza@gmail.com

SUMMARY

Experienced Virtual Assistant with a background in healthcare credentialing, customer service, and eCommerce support. Proficient in managing calls, emails, and administrative tasks for U.S. and Philippine-based clients. Tech-savvy, dependable, and able to work independently using tools such as Nextiva, Remote Desktop, Excel, and PDF editors.

WORK EXPERIENCE

OCManilaBPO (U.S. Healthcare Recredentialing Specialist)   April 2017 - July 31,2025

- Handles provider recredentialing follow-ups for U.S. insurance compliance
- Calls doctors and clinic admins to collect or verify required documents
- Tracks updates and inputs data using Excel, Notepad, and Remote Desktop
- Manages digital files using PDF editors, Image Editors and TIFF tools for faxed documents

GICF (Philippine-based BPO – Customer Support for Jollibee & Lazada)   December 2016 - March 2017

- Handles order taking and customer concerns via phone and website for Jollibee
- Processes refunds, delivery updates, and product issues via email and calls for Lazada
- Performs basic data entry and ticket resolution for both food and eCommerce support

EDUCATION

Taguig City University   2012- 2014

- Bachelor of Science in Industrial Technology – 2nd Year

TOOLS & SOFTWARE

- Nextiva (VoIP).
- Remote Desktop
- Microsoft Excel & Google Sheets
- Notepad / PDF Editors
- TIFF File Editors (Fax Tools)
- Jollibee and Lazada Order Platforms
- Email, Chat, and Call Support Systems

CORE SKILLS

- Inbound & Outbound Phone Support
- Healthcare Recredentialing Assistance
- Admin Tasks & Documentation
- Email & Chat Support
- Data Entry & Order Management
- Refunds & Delivery Coordination
- Appointment Reminders & Follow-ups
- CRM, VoIP, and Remote Tools Familiarity

PERSONAL SKILLS

- English Communication
- Professional & Respectful Tone
- Quick Learner & Detail-Oriented
- Reliable & Goal-Oriented
- Works Well Under Pressure