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Labyrinth Muñoz

SKILLS

Customer Service
 Time management
 Basic Research
 Multi-tasking
 Strong organization
 Writing
 Flexibility
 Problem Solving
 Creativity
 Leadership

EDUCATION HISTORY

BS Entrepreneurship
 Polytechnic University of the Philippines
 Open - University
 June 2018 - October 2022
 Graduate

Caregiving NCII
 Fil-Canadian Institute
 May 2012 - October 2012
 Graduate

CHARACTER REFERENCE

Rae Paolo M. Patricio
 Operations Manager, Hooroo
 Contact number: 09989608602

Janelle Nilo
 Stellar - Colleague
 09082213409

Emma La Rosa
 Trainer, NTT DATA
 09089445890

Gil Angelo Martinez
 Team Lead, CNX
 09276326389

PROFILE

With almost 6 years of work experience with healthcare - benefits and claims, travel, billing, sales, fraud, telco, and experience as a Virtual Assistant. Familiar with Salesforce, BaseCamp, HubSpot, Slack, Insightly, Freshdesk, Zoho CRM, Freshworks CRM, DMS, Oracle CRM, Google Sheets, MS Suite, Web Research, MS Word, Excel, Adobe Acrobat, Google Drive and etc.

CORE COMPETENCIES

Lead Qualification	Insurance Verification / Billing
Claim follow up	Appeals
Provider Credentialling	Prior Authorization
Insurance Payment Posting	
Chargebacks	Technical support
Online Retail	Customer Service
Retention/offline sales	Data Entry
Email management	Fraud management
Accounts Receivable	Social Media Management

WORK EXPERIENCE

TECHNICAL / BILLING SUPPORT Oct 2013 – Dec 2014
SUTHERLAND GLOBAL SERVICES

- Resolve customer complaints regarding sales, billing, and service.
- Computer configurations and diagnosing software problems
- Troubleshooting network issues and VoIP concerns
- Creating dispatches
- Processing upgrades and downgrades
- Issuing invoices and processing payments
- Updating financial records

SUBJECT MATTER EXPERT Oct 2015 – May 2017
STELLAR PHILIPPINES INC

Customer/Supplier Support

- Provide customer support for travelers with inquiries before and after making hotel reservations through our worldwide booking platform.
- Provide tech support to suppliers/hoteliers who wish to publish their hotels on our websites.
- Provide assistance to navigate through our portal and gain access to and monitor their inventories.
- Email correspondence for customers and hoteliers who has concerns/feedback against the website/portal, hotels, and/or staff.

BOH- Fraud management and Chargebacks

- Manual investigations of hotel bookings and validate them as fraud or non-fraud.
- Manual investigations of chargebacks if they are valid or due to fraudulency.
- Adhoc tasks assigned directly by clients or requested by hoteliers.

Subject Matter Expert

- Provide accurate knowledge and expertise and manages escalations/complaints from hoteliers and customers.

CUSTOMER CARE REPRESENTATIVE

NTT DATA SERVICES

June 2017 – June 2019

- Provide customer support for medical providers such as primary care physicians, specialist, durable medical equipment providers and facilities
- Insurance Verification
- Prior Authorization
- Inbound / Outbound calls
- Patient Referral
- Provides benefits information within and outside RI Claims adjustments/ Claims processing / Adjudication Pharmacy / Overrides
- Provider credentialing and Web-support
- Letters

CUSTOMER SERVICE

EMAIL / CHAT SUPPORT

May 2020 - Nov 2020

TEMPLE AND WEBSTER (ECOMM)

- Prompt chat and email response to customers
- Data entry
- Outbound Calls as needed
- Document each customer's question or problem as well as the resulting answer or solution
- Develop customer service solutions
- Maintain service level

CSR / TSR

Nov 2020 – Feb 2022

CONCENTRIX

- Troubleshooting home appliances operations i.e., washing machine, refrigerator, air conditioner, vacuum cleaners, microwave, dishwasher and etc. Creating dispatches for tech visits / providing authorized service center information.
- Validating warranty details and providing specifications
- Assisting damaged/faulty units / Processing replacement parts due to manufacturing fault.

VIRTUAL ASSISTANT

CareNet / OPENMED, INC

Jan 2022 - Sep 2022

- Validating eligibility /Data gathering/ entry
- Assessing patients for genetic tests based on their symptoms and health history.
- Follow up with leads to qualify them to be handed off to the sales team – leads include purchased leads, customer referrals and older leads within existing database
- Manage phone inquiries for new interested prospects, handing off qualified leads to sales team
- Provide succinct follow-up via phone and email

CUSTOMER SERVICE

REPRESENTATIVE VA

June 2022 - Nov 2022

Wheelzy, Inc - Cash for Cars

- Phone enquiries
- Providing quote depending on vehicle's condition
- Data gathering/ entry
- Introduces customers to service and parts personnel, indicating shop location and hours of operation
- Assist in dispatch/scheduling
- Follow-up on pickups and payments

EXECUTIVE ASSISTANT/

ADMIN SUPPORT

June 2022 - Mar 2023

CREDIT COUNSELLORS AU

- Responding to emails and phone calls
- Scheduling meetings
- Manage a contact list
- Credit Checking for Clients
- Prepare customers spreadsheets and keep online records
- Organize managers' calendars
- Provide customer service as first point of contact
- Taking messages and responding to queries
- Forwarding or replying to emails and correspondence addressed to C-level executives.
- Editing and web research

SOCIAL MEDIA MANAGER

LMI GARAGE MANILA

Nov 2022 - Jan 2023

- Answer inquiries (inbox messages and comments)
- Perform research on current benchmark trends and audience preferences
- Design and implement social media strategy to align with business goals
- Generate, edit, publish and share engaging content daily (e.g. original text, photos, videos and news)
- Oversee social media accounts' design (e.g. Facebook timeline cover, profile pictures and blog layout)
- Suggest and implement new features to develop brand awareness, like promotions and competitions
- Manage promotions
- Stay up-to-date with current technologies and trends in social media, design tools and applications.

AR / BILLING

West Medical Center

Nov 2022 - Feb 2023

- Process accounts and incoming payments in compliance with financial policies and procedures
- Perform day to day financial transactions, including verifying, classifying, computing, posting and recording accounts receivables' data
- Prepare bills, invoices and bank deposits.
- Insurance payment posting
- Reconcile the accounts receivable ledger to ensure that all payments are accounted for and properly posted.
- Verify discrepancies by and resolve clients' billing issues
- Generate financial statements and reports detailing accounts receivable status