



MARY LOR DE JUAN

PERSONAL

Name

Mary Lor De Juan

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INTERESTS

■ Travel

I've been working in the BPO industry for close to 14yrs with vast experience in the technical field and customer service. Im currently working as an Order Manager for a home health care.

WORK EXPERIENCE

Workforce Analyst

May 2004 - Jul 2007

ePLDT Ventus, Iloilo city

Administrative work with main focus on Scheduling staff

Technical Support Specialist

Aug 2008 - Mar 2016

Time Warner Cable, Metro Manila

first point of contact for technical issues, actively listening to customer concerns to identify the root cause of the problem, I provide clear, step-by-step guidance and solutions to users, which may involve simple fixes like password resets or more complex procedures like software configuration or hardware installation that is in line with cable internet

Order Manager

Nov 2023 - Present

The Roads Home Health, Metro Manila

The Orders Manager is responsible for the efficient and accurate processing of patient orders, ensuring timely delivery to physicians, managing the return of signed orders, verifying correct physician assignment, and handling patient billing. This role requires meticulous attention to detail, strong organizational skills, and a solid understanding of medical office procedures

EDUCATION AND QUALIFICATIONS

Bachelor of Science in Management Accounting

Jun 1997 - Mar 2001

University of San Agustin

SKILLS

Microsoft Excel



Microsoft Word



WellSky

