MEL ALABATA

Negros Oriental, Philippines mecobright@gmail.com 09269344439 in/mel-alabata-a5289b343

SUMMARY

Dedicated and adaptable professional with extensive experience in customer service, team leadership, and administrative support across diverse industries including e-commerce, healthcare, finance, and real estate. Skilled in resolving complex issues, handling sensitive information with confidentiality, and delivering high-quality service that drives customer satisfaction and operational efficiency. Seeking to contribute my expertise in communication, problem-solving, and process improvement to a dynamic organization where I can support business goals and deliver excellent client experiences.

EXPERIENCE

FINANCIAL SPECIALIST / REAL ESTATE

ECE CONTACT CENTER OUTSOURCING **January 2024 - July 2025, Dumaguete City**

- Assisted clients with financial transactions, account inquiries, and payment processing.
- Supported real estate agents with calls, scheduling, and client follow-ups.
- Maintained accurate documentation while ensuring compliance and efficiency.

MEDICAL BILLING EXPERT

VISAYA KPO **January 2022 - December 2023**

- Requested, tracked, and secured medical records from healthcare providers.
- Ensured accuracy, confidentiality, and HIPAA compliance in handling patient information.
- Followed up on pending requests to meet deadlines and client needs.
- Streamlined medical record retrieval process by implementing a proactive follow-up system, reducing average turnaround time by 10%.
- Collaborated with legal and compliance teams to refine patient data handling protocols, ensuring adherence to evolving HIPAA regulations.
- Managed a backlog of over 500 pending medical record requests, prioritizing urgent cases to ensure timely client support.

CUSTOMER SERVICE REPRESENTATIVE SME/ESCALATION TEAM | TEAM LEADER

QUALFON INC. **February 2020 - September 2022, Dumaguete City**

- Resolved customer inquiries, returns, refunds, and account concerns with accuracy and empathy.
- Handled escalations and complex cases, ensuring timely and effective resolutions.
- Supported peers as a Subject Matter Expert and guided new hires during training.
- Promoted to Team Leader, supervising a team, coaching for improvement, and driving quality results.
- Developed and implemented a new training module for onboarding new customer service representatives, improving initial performance metrics by 15% within the first quarter.

EDUCATION

Bachelor of Science in Business Administration - Completed two years

2016-2018

Secondary Education - Highschool Graduate

NORSU • Siaton Negros Oriental • 2012-2016

SKILLS

Customer Service & Escalations

Team Leadership & Coaching

Medical Records Retrieval (HIPAA)

Financial & Real Estate Support

Communication & Problem-Solving

Lead Generation