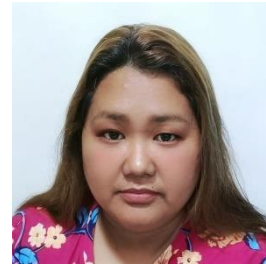


MICHELLE NUNEZ CERZO
Address: #195 Brgy. Patrocinio
San Narciso, Zambales Philippines 2205
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CAREER OBJECTIVE:

To be part of a highly competitive and aggressive company, that offers great opportunities for growth and advancement of my career.

HIGHLIGHTS OF QUALIFICATIONS:

- Strong Inter-personal communication skills.
- Able to learn fast in a dynamic career industry, responsible and willing to take initiative.
- Exceptionally organized, resourceful, open to ideas and dependable team player.
- Able to work independently, effectively and efficiently.
- Knowledge in MS office applications.

PROFESSIONAL BACKGROUND:

Restaurant Manager

Emcee's Kitchen Restaurant – San Narciso Zambales
December 08, 2020 - Present

Job Description:

- Coordinate daily Front of the House and Back of the House restaurant operations
- Deliver superior service and maximize customer satisfaction
- Respond efficiently and accurately to customer complaints
- Regularly review product quality and research new vendors
- Organize and supervise shifts
- Appraise staff performance and provide feedback to improve productivity
- Estimate future needs for goods, kitchen utensils and cleaning products
- Ensure compliance with sanitation and safety regulations
- Manage restaurant's good image and suggest ways to improve it
- Control operational costs and identify measures to cut waste
- Create detailed reports on weekly, monthly and annual revenues and expenses
- Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- Train new and current employees on proper customer service practices
- Implement policies and protocols that will maintain future restaurant operations

Senior Data Analyst

Accenture Delivery Center – Manila, Philippines

March 19, 2007 – January 12, 2015

Job Description:

Perform data entry and research in various systems and tracking tools. Apply knowledge of processes and related systems to assist in identifying, assessing and resolving issues/problems. Assess and resolve non-standard and standard issues or problems. Seek advice and escalate issues when faced with tasks/problems outside the scope of the work.

UNDER: PROJECT SOLEUS – Transaction Processing Associate

3/F 1880 Eastwood Bldg. Eastwood City

Libis Quezon City

November 14, 2012 – January 12, 2015

Role Description:

Act as Subject Matter Expert (SME) of the team.

- Perform data entry and research in various systems and tracking tools. Apply knowledge of processes and related systems to assist in identifying, assessing and resolving issues/problems. Assess and resolve non-standard and standard issues or problems. Seek advice and escalate issues when faced with tasks/problems outside the scope of the work.
- Enters claims data into system while interpreting coding and understanding medical terminology in relation to diagnoses and procedures.
- Processes claim forms, adjudicates for allocation of deductibles, co-pays, co-insurance maximums and provider reimbursements.
- Follows adjudication policies and procedures to ensure proper payment, denial or pending of claims.

UNDER: PROJECT CHI - Accounts Receivable Analyst

39/F GT Tower

Ayala, Makati City

November 19, 2011 - November 13, 2012

Role Description:

- Reconciling payments to customer invoice;
- Resolving & researching discrepancies between payments and customer invoice;
- Communicating & coordinating discrepancies to onshore counterparts to resolve outstanding issues;
- Responding to onshore inquiries on assigned accounts;
- Researching & providing information to onshore counterparts to effect adjustments, write-off, refund & DVPs & appropriate letters;
- Ensures that targets are met based on contractual service level agreement providing input to process improvements;
- Identifying issues related to their area of responsibility and providing possible solutions to them;
- Other responsibilities deemed appropriate.

UNDER: PROJECT ENBRIDGE - Billing Analyst

20/F Cybergate Tower II

Pioneer St., Mandaluyong City

September 01, 2009 – November 18, 2011

Role Description:

Responsible for facilitating billing transactions according to the Service Level Agreements and the Company quality and quantitative standards, by:

- Ensuring that the assigned billing tasks/ needs are resolved in a timely fashion.
- Records and processes a variety of orders and inquiries received by mail/or applicable system.
- Investigate inquiries and issue the assigned type of orders or completes the assigned necessary tasks, resolve them within established guidelines.
- Deals with billing, payment and meter reading exceptions generated from various internal and external sources.
- Issues work assignments to contractors, verifies invoices, and processes various production jobs and files to ensure meter readings and payments are processed for billing according to schedules and established guidelines.
- Updates accounts, and completes billing transactions to rectify billing errors and process adjustments and readings to the accounts.
- Handles internal coordination or calls with CSR's and correspondence accounts as assigned.
- Promotes client programs and products. Suggests additional or alternative products or services to meet Customer needs. Serves as an expert in a variety of products/services area.
- Researches and obtains resolution of a variety of complaints and issues.
- Proactively maintains and enhances an ongoing relationship with Customers and contractors.
- Alerts appropriate staff of any potential Customer Services problems or issues.
- Performs a variety of Customer Care duties and accountabilities as business need dictates.
- Review, analyze and update accounts according to said guidelines and metrics
- Complete correspondences related to billing.
- Create meter orders, as required.
- Undertake and recommend continuous process improvement initiatives.

UNDER: PROJECT DRAGON – Telecom Engineer/Remote Tester

24/F Cybergate Tower II

Pioneer St., Mandaluyong City

March 19, 2007 – August 31, 2009

Role Description:

- Physical testing of new loops on Long Distance data circuits.
- Test the physical layer (layer 1) to the furthest loop-able device ensuring the circuit passes all stress patterns.
- Ping PIP and Frame circuits from the Gateway router to the furthest loop-able device on the circuit.
- Manage daily assigned workload ensuring the status is current to TWS system application
- Complete orders timely and achieve an On Time Performance (OTP) as directed by Organizational goals and objectives

- Handle all incoming calls for loop delivery and other related assistance
- Performs Service Fulfillment activities for a given function with medium to full supervision including:
 - o Receive and verify order
 - o Notify verification team if invalid information has been provided
 - o Key order details into application
 - o Learn and understand the navigational tools of all the applications needed in the process
 - o Respond to rejects with Sales field and/or LEC
 - o Communicate order status with offshore management, and functional team leads
 - o Observe the SLA's and performance measurements assigned.
 - o Reach out to 3rd party vendors (LEC) whenever necessary.
 - o Track order from receipt through handoff to next function group.
 - o Participate and implement Operational Excellence initiatives.
 - o Escalate issues and seek advice when faced with non-standard issues/problems
 - o Interacting largely with own workgroup but may interact with users around first line queries/requests.
 - o Performs a variety of duties and accountabilities as business need dictates

MIROF RESOURCES AGENCY
 7TH FLOOR PHILCOX BLDG. SALCEDO VILLAGE
 MAKATI CITY
 ASSIGNED IN:

Accenture Delivery Center

UNDER: PROJECT BRIDGE - LEVEL H CLAIMS PROCESSOR

10/F Cybergate Tower I

Pioneer St., Mandaluyong City

June 13, 2006 – March 15, 2007

Role Description:

- Responsible for the accurate and timely processing of facility and professional claim payment adjustment request.
- Research adjustment requests from internal and external sources.
- Perform member or provider payable claim adjustments in appropriate claims processing system.
- Respond to internal requests regarding status of adjustment requests from Customer Service and other departments.
- Responsible for the accurate investigation, examination, and resolution of claims.
- Verify claim charges; investigate eligibility, review benefits, document findings, correct subscriber records, request adjustments, and is necessary, communicate results to management and other customers.
- Responsible for the complete processing of claims to finalization and in a timely and accurate manner.
- Performs other duties as assigned.

EDUCATIONAL BACKGROUND:

2001 – 2006 Bachelor of Science in Electronics and
Communications Engineering
Columban College – Barretto Olongapo City

2000 – 2001 Undergraduate:
Bachelor of Science in Accountancy
Columban College – Olongapo City

1993 – 1997 La Paz National High School
San Narciso Zambales

PERSONAL INFORMATION:

Date of Birth: June 13, 1980
Sex: Female
Civil Status: Single
Height: 5 feet & 1 inch
Weight: 84 kgs

References are available upon request.