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| Picture1.pngMishelle tan 14+ years of solid BPO experience handling different support roles including QA, Team Leader and Operations Supervisor. Have vast knowledge about customer service, technical support, sales and billing issues. PERSONAL INFORMATION General Alejo Santos Highway, Pugpog Road, Sta. Cruz  Angat, Bulacan 3012  **+639064725240/+639274080627**  [**demikirsten@gmail.com**](mailto:demikirsten@gmail.com)**/sherey1225@gmail.com** SKILLS AND QUALIFICATIONS  * Strong Interpersonal and Leadership Skills * Excellent People Skills * Good Communications Skills * Good Decision Making Skills * High Ethical Work Standards * MS Applications Knowledge  |  |  | | --- | --- | | TRAININGs Six Sigma/ LEAN Yellow Belt Training  Acquire Asia Pacific  August 2011 | Block 5 Lot 29 Sampaguita St, Dolmar Golden Hills, Llano Road Novaliches  Caloocan 1400  **+639064725240**  **demikirsten@gmail.com**  **SKILLS AND QUALIFICATIONS**   * Strong Interpersonal and Leadership Skills * Excellent People Skills * Good Communications Skills * Good Decision Making Skills * High Ethical Work Standards * MS Applications Knowledge | |  | EXPERIENCERUBY STAFFING INCORPORATED – MEDICAL BILLER/ quality controller APRIL 2021 – AUG 2022  **MEDICAL BILLER**   * Billing of different claim groups or packages following the specific instructions per group and package * Entry of ICD 10 diagnosis codes, procedure codes and applicable modifiers * Call insurances to identify whether a provider is in or outside network * Reports errors encountered during the billing process which are not covered by the instructions to the assigned user * Checking of manual and instructions discrepancies, reporting it to the counterpart user and or management * Review and acceptance of claims billed by another biller and user for quality checking before releasing the claims * Coordinate errors to Team Leader for correction and coaching purposes * Keep track of mostly missed instructions for calibration purposes * Sends out top error report; agent and billing process  quantified media - team leader JANUARY 2021 – MARCH 2021   * Responsible for hourly attendance tracking based on the released schedule * Hourly monitoring of OC and SL * Update of shared Trackers and Google sheets used by management and QA Team * Daily coaching sessions * Daily audits for AHT, Refunds, CSAT/Happiness low scores * Stats monitoring and discussion * Target/Goal setting with team and team mates * Update and creation of training materials/manual * Employee management/attendance and performance * Hiring of new employees  Concentrix, Makati — *Sales Advisor* JANUARY 2020 – JANUARY 2021  Handles inbound calls for sales, billing and activations concerns  **ACS Pro Global Corporation,** Bulacan— *Operations Supervisor*  JUNE 2019 - JANUARY 2020   * Maintain and improve client operations by conducting weekly audits and monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analysis; managing system and process improvements and quality assurance programs including updates. * Determine operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analysis; identifying and evaluating state-of-the-art technologies; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews. * Effectively handle escalations, client queries and team cascades on all operational issues. Identifies and resolves problem situations. Escalates critical issues with NY-HQ.https://lh6.googleusercontent.com/cg65gpXEXeiaJlfAb1WurSAgYjD1_aNutL4-XZ4OQzez5XPXewOohOZ_whPE7Xt2DK1meGOeSGbiNn_z-gIjtq1ldsyhnNlIGxzYi1Ue8CBDrzUvtFqA5NWMiyuXMeKi2mAwE1GY * Ensure proper training of personnel assigned. Conducts and provides guidance through effective feedback and coaching sessions related to work performance and process flow. * Responsible for the daily operation of each account. Activates and implements crises management and ensures continued business operation across all assigned client accounts. This includes pro-actively serving the company's agreed cure (correction) period of 30 days to ensure continuity of business. (Sourcing, hiring and training).   **ePerformax,** Pasay City— *Performance Analyst*  APRIL 2017 - JUNE 2019   * Ensures target audit per agent per week is met * Provides coaching and feedback after each  audited calls * Leads calibration sessions with seniors agents, leaders and clients * Assist with call certifications and deliberations * Leads product updates and team meetings * Handles escalation calls   **Acquire Asia Pacific,** Mandaluyong City— *Sr. Quality Coach*  DECEMBER 2009 - APRIL 2015   * Handles DSAT Analysis and Investigations * Sends Team Level Analysis (weekly, monthly, quarterly) to Supervisors and Teams * Mentoring for new hires * Talk facilitation for new hires and refreshers * Facilitates up training * Provides coaching and feedback for every audited calls * Leads Executive Call Calibrations * Makes sure target audits and call monitoring per agent are met   **Teleperformance,** Mandaluyong— *Supervisor*  FEBRUARY 2006 - APRIL 2009   * Handles escalated calls * Attends to call calibrations and variance scoring * Keeps time keeping records of agents * Provides coaching and feedback for personal and QA audited calls * Mentoring of new agents |
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