

NOSHKA JEREZ

CONTACT

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Santa Rosa City, Laguna

SKILLS

HEALTHCARE

Patient relations
Treatment Planning
Health and safety compliance

TECHNICAL SKILLS

MS office
Excel
Google Workspace

ADMIN ASSISTANTS

Schedule management
Expense reporting
Client relations

MANAGEMENT SKILLS

Workflow delegation
Performance Management
Talent Development
Team building

EDUCATION

Senior High School (STEM)

Jesus the Exalted Name School

2016-2018

**Bachelor of Science in Medical
Technology**

Sinai Colleges Laguna

2nd year

LANGUAGES

English 
Filipino 

PROFILE

Highly dynamic, providing exceptional administrative and management support to clients. Adept in multitasking and effectively prioritizing tasks to achieve the best outcomes. Knowledgeable and skilled in document management software and content management systems.

WORK EXPERIENCE

Customer Service Representative

eXL Service / October 2020 - July 2022

- Answer incoming calls, verifies the customer's information, and routes them to the dedicated department
- maintained a positive work ethic and commitment to providing excellent service.

Real Estate Cold Caller

Midfield / 6 months

- Make cold calls to leads, introducing yourself and your services.
- Determine if the lead is genuinely interested and matches the criteria for your services.
- Schedule follow-up calls or meetings to discuss specific listings, market trends, or any other information requested by the lead.
- Keep detailed records of all interactions, including contact details, conversations, preferences, and scheduled follow-ups.
- Regularly follow up with leads to nurture relationships, provide updates on new listings or market changes, and address any concerns or questions they may have.

Universal Healthcare Customer Service Representative

Alorica/ October 2016 - March 2019

- Provide accurate information about benefits, eligibility, and claims information
- Check if a certain procedure requires Pre certification or pre-authorization or if it is covered under their policy.

Dental Assistant / Receptionist

Happeee Teeth Dental Clinic / 3years

- Assist dentist during procedures
- Sterilize equipment and instruments
- Prepare treatment rooms
- Take patient X-rays
- Educate patients on oral hygiene
- Greet patients and check them in
- Schedule appointments
- Answer phone calls and emails
- Manage patient records
- Process payments and insurance claims