

PHILIP DE CASTRO

CUSTOMER SERVICE / SALES REPRESENTATIVE, DATA ANALYST

CONTACT



09163805247



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SKILLS

- Excellent Communication
- Customer-focused approach
- Adaptability and Flexibility
- Positive Attitude
- Team player
- Close Attention to Detail
- Data Entry/ Data Analyst
- Multitasking and Time Management
- Computer Proficiency

EDUCATION

Philippine Womens University
Bachelor of Science in Hotel
and Restaurant
Management

STI College Marikina
Bachelor of Science in Hotel
and Restaurant
Management

PROFILE

Customer service and sales representative with a strong experience in data analysis who is results-driven. Proven ability to increase revenue and improve customer satisfaction through relationship-building and effective communication. adept at leveraging data analysis to improve customer interaction, expedite sales processes, and develop targeted tactics. competent in using analytical tools to support decision-making and solving problems. enthusiastic about delivering exceptional service in a fast-paced environment and contributing significantly to team accomplishments.

EXPERIENCE

CGV CONTACT SOLUTION (May 2017 – July 2018)

Chat Support Specialist – 1 year and 2 months

- Respond to customer inquiries via live chat, providing timely and accurate information.
- Resolve customer issues by identifying problems and proposing effective solutions. Adaptability and Flexibility
- Maintain high customer satisfaction ratings through effective communication and support.
- Collaborate with team members to improve chat processes and enhance customer experience
- Document interactions in the CRM Zendesk, LiveAgent, Googlework space system for future reference and reporting.

YOUR VIRTUAL WORLD (July 2018 – April 2019)

Healthcare Customer Service Representative – 9 months

- Respond to patient insurance verification and explain their coverage options.
- Assist, educate patients on services, appointments, insurance processes and explain coverage options.
- Resolved and handled patient complaints and escalated complex issues with a focus on maintaining a positive experience.
- Collaborate with healthcare providers to coordinate patient care and address concerns.
- Document interactions and maintain accurate records in the Compass CRM system.

LEADGENDA (April 2019 – October 2020)

Sales Representative – 1 year and 6 months

- Conduct outbound calls to prospective clients, generating leads and email outreach to promote services and solutions.
- Achieve and exceed monthly sales targets through effective lead generation and follow-up.
- Collaborate with team to share best practices and improve overall sales strategies.

TPG (October 2020 – November 2023)

Data Analyst / Data Entry - 3 years

- Develop and maintain dashboards and reports to visualize key performance indicators (KPIs) for stakeholders.
- Enter and update data in CRM with high accuracy and efficiency.
- Conduct regular audits to ensure data integrity and accuracy.
- Respond to data-related inquiries and assist in generating reports as needed.
- Maintain confidentiality of sensitive information in compliance with company policies.

Lead Heroes (November 2023 – September 2024)

Healthcare Customer Service / Appointment Setting – 10 months

- Answer patient inquiries regarding services, appointment availability, and insurance coverage.
- Handled patient complaints and inquiries with empathy and professionalism.
- Schedule and confirm patient appointments, ensuring optimal use of healthcare providers' time.
- Assist patients with registration processes and provide information on policies and procedures.
- Managed front desk operations, including patient check-in and appointment scheduling.
- Maintained confidentiality of patient information in compliance with HIPAA regulations.