



## About Me

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A Business Administration Graduate. Knowledgeable and dedicated customer service professional with extensive experience in BPO industry. Solid team player and positive demeanor at work to provide a positive work environment. Motivated to maintain customer satisfaction and contribute to company success.



0966-768-0881



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Compound Barangay San  
Andres, Cainta Rizal 1900

## Education

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Jose Rizal University  
Bachelor of Business Management  
2013-2020

## Skills

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- Customer Service
- Oral & Written Communication
- Attention to detail
- Problem Solving Skills
- Critical-thinking Skills
- Time Management Skills
- Interpersonal Skills
- Transferable Skills

# ROXXANE MAY BERCASIO

Customer Service Representative

## EXPERIENCE

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### Customer Service Representative

**IFive Global Inc.**

*2021-2023*

- Contact healthcare provider offices to request copies of medical/billing records.
- Maintain professional and frequent contact with provider offices throughout the record retrieval process.
- Familiarized to HIPAA Authorization (Health Insurance Portability and Accountability Act of 1996) to protect sensitive patient health information (PHI) from being disclosed without patient's consent and to other medical terminologies.
- Obtaining and verifying patient/client information to meet HIPAA compliance guidelines.
- Completing the necessary documentation to keep track of the customer's query, the action/s taken, the resolution provided, and for reference.
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### Customer Service Representative

**Telus International**

*2020-2021*

- Handle 50+ customer calls per day, giving detailed, friendly and polite service to ensure customer retention and satisfaction.
- Dealing with customer feedback, concerns and complaints.
- Memorized all company products and services to be able to answer customer questions quickly and efficiently and increase upsells.

## AWARDS & ACKNOWLEDGEMENT

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- Employee of the Month for six consecutive months  
From June 2022 to November 2022.
- Completed Professional Employment Program by Ayala Education - Proficient in Sales, Services and Support.

## REFERENCES

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Mr. Jay Billiones | IFive Global Team Leader | 0917 444 7826  
Mr. Mark Hajime Arai | IFive Global Quality Assurance Specialist | 0906 406 4167  
Ms. Phoebe Cates Dela Paz | IFive Global - Product Resolution Specialist | 0947 556 1360