



TERRY ERGINO ZABALA

Contact

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+639610060233

Email

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Address

Don Almacen St., Brgy. Sobol
San Fabian, Pangasinan

Expertise

- Customer Service
- Quality Analyst
- Claim Processor
- Hospitality
- Leadership
- Coaching

Language

Tagalog

English

Reference

Aldrin F. Catando

Capital One / Senior
Operation Representative

Phone

+639273334347

Experience

AdjustPro Solutions December 4,2023 – to present Account Manager VA (Roofing Claims)

- ❖ Serving as the first and last point of contact with homeowners, providing excellent customer service throughout the entire process.
- ❖ Managing assigned accounts from start to finish, including filing claims, scheduling all necessary appointments, and providing updates to the policyholder.
- ❖ Conducting quality control calls to ensure customer satisfaction and address any concerns promptly.
- ❖ Coordinating the workflow process, which includes filing claims, scheduling adjustments, field support, and appointments with our Home Improvement

UST Global Inc. September 20, 2021 - March 2022 Claims Adjuster (Healthcare Account)

- Process new claims or modifies existing claims according to the appropriate and applicable action.
- Analyze claims to determine appropriate action approve or deny a claim for payment.
- Determines accurate payment criteria for clearing pending claims based on defined policies and procedures.
- Research claims to determine appropriate benefit application utilizing established criteria; applies physician contract pricing as needed for entry-level claims.
- Review and address provider inquiries regarding claim adjudication.
- Demonstrated ability to work on high volume of claims and maintain quality standards.

City of Dreams Manila October 22, 2018 - September 26, 2020 Casino Dealer

A Casino Dealer runs the games of chance in gaming settings, as I interacts with players, explains the odds and methods of play, and runs the games according to the house rules. Adept with casino games such as bacarrat, sicbo, money wheel caribbean stud poker,

Alorica July 16, 2012 - November 5, 2018

Quality Assurance Associate

A QAA focus on evaluating agents' behavior against a scoring form. The main roles of a quality assurance associate in a call center are monitoring calls, accessing agents performance and monitoring trends. A QAA is responsible for identifying areas of service improvements and developing programs that improve the overall quality of the customer's experience when interacting with Call Center.

- Inbound Calls
- Claim Adjuster - coding medical benefits such as type of insurance, individual of family deductible and coinsurance and benefit copay, verify authorizations, processing professional and facility claims, Medicare and Medicaid claims.

Sitel, Philippines Inc. April 2011 - September 2011

Customer Service Associate

A CSA use their knowledge of the company products, services and policies to assist callers with inquiries, complaints. Speak with customers , listen to them and gain a better understanding of their needs and offer possible solution.

Philippine Economic Zone Authority (PEZA) April 2011 - May 2011

On-The-Job-Training (OJT)

Department of Environment and Natural Resources - CAR Region April 2010 - May 2010 *On-The-Job-Training (OJT)*

Education

Tertiary Education

Universidad de Dagupan 2007-2011

Graduate of Bachelor of Science in Information Technology

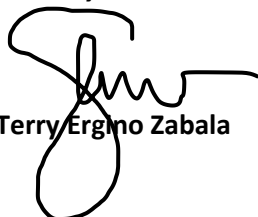
Secondary Education

San Fabian National High School 2003-2007

Primary Education

East Central Elementary School 1997-2003

I hereby attest that the stated information are all true and valid.



Terry Ergino Zabala