

Michelle N. Velarde

Customer Service Specialist

Over 3 years of experience in telephone customer service including sales, tech support and customer care. Familiar with major customer service software, conflict resolution and possess a positive attitude.



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Al Rigga, Deira, Dubai, UAE

WORK EXPERIENCE

Intellicare Inc., Philippines

Insurance Coordinator

02/2019 – 02/2022

- Handle Local Health Accounts
- Make sure all inquiries and payments are dealt with quickly
- Obtaining approvals for medical procedures
- Explain clients about policy coverage
- Inform clients if claims are accepted and how they will be allocated

VXI Global Holdings, Philippines

Customer Service Representative

12/2016 – 05/2018

- Handle inbound calls from PayPal clients
- Assist clients with account queries, billing issues and payment
- Answer customer questions promptly
- Update customers with feedback and anticipated waiting time

Alorica Philippines

Customer Service Representative

06/2015 – 09/2016

- Providing an outstanding level of service, and developing productive and trusting relationships with our customers
- Assists customers within the queue to minimize any waiting time and provide efficient service possible

Mother Ignacia Home for the Aged

Caregiver

07/2013 – 07/2014

- Assists residents (ages 69 to 89) with daily living activities, including bathing and bathroom needs
- Able to lift and turn residents to change dressings and transfer from chair to bed
- Assists with meals and exercise

- Entertain residents by reading stories, hosting game night

EDUCATION

Bachelor of Science in Nursing

Saints John and Paul Colleges, Laguna
Philippines

04/2013 (Undergraduate)

Secondary Education

Rizal College of Laguna, Philippines
03/2000

Junior High

Thomas Jefferson Middle High School
USA

06/1996

SKILLS & COMPETENCIES

Clear Communication

Results Oriented

Quick Learner

Customer Care

Time Management

Conflict Resolution

Negotiation

LANGUAGES

English

Filipino



TECHNICAL SKILLS

MS Office

Typing

Call Handling

CRM Platforms

PERSONAL INFORMATION

Age: 39 y/o

Civil Status: Married

Visa Status: Tourist Visa (valid May 12, 2022)