



Curriculum Vitae

Apple Jay S. Morga

Accounts Receivable/Accounting Rep

Data Entry/Email handling

Virtual assistant

*Professional with a **keen eye for detail** who **performs well under duress**.
Deadlines were met, and there were **notable improvements** in work performance.*

I am an experienced professional with a wide range of expertise in business process outsourcing (BPO) and Artificial Intelligence. I believe that technology is one of the leading tools to build a more efficient business group, as it helps us to achieve our goals faster. My mission is to deliver quality results on a schedule that was asked for while working, being available and flexible, being able to satisfy all the needs of my clients and maintain a friendly relationship with them. The desired result is to learn and be part of a solution for business success.

Mobile: +63905-526-0464

WhatsApp: +63905-526-0464

Skype: live:applejaysumanting_1

Email: morgaapplejay97@gmail.com

Facebook: <https://www.facebook.com/applejaysumanting>

LinkedIn : <https://www.linkedin.com/in/apple-jay>

WORK EXPERIENCE

March 2018 – Present **UnitedHealth Care/Optum Global Solutions**



UnitedHealth Group®

Appeals Representative

- UnitedHealth Group maintains its status as the nation's largest health insurance provider, and 2021 was a year of significant growth. The company served 2.2 million more people than in the previous year and saw a 12% rise in revenue year over year, to \$287 billion.
- **I communicate** via email to an appropriate party regarding appeals and grievance issue, implications and decisions.
- **Strong familiarity** with claims procedures, **collections techniques** and customer query resolution.
- **Entering data** to project management tool and handling appeal cases.

- **Control the quality and quantity of electronic messages** that are sent from within, and received by, an organization.
- **Process claims** and use ICUE/HSR healthcare tool

March 2018 – July 2022 **AEG Tools Australia**

Virtual Assistant (Part-time)



• Since being founded, AEG POWERTOOLS has been leading the way in new product development. By introducing the first transportable drilling machines in 1898, portable powertools were born. Over 100 years later AEG are still offering the professional user innovative, powerful solutions.

- I **handle email**, process returns, and respond to customer inquiries via email or chat in a **timely and accurate manner**.
- I maintain customer spreadsheets and online records.
- I act as a **second in command to the supervisor**, assisting him with day-to-day tasks and reducing the urgencies in his email.
- I **help set up** new agents or clients.
- **Organize clients** personal business calendar.



December 2017 - March 2018 **eBay**

Fraud Specialist

- eBay Inc. is an American multinational e-commerce company based in San Jose, California, that facilitates consumer-to-consumer and business-to-consumer sales through its website. eBay was founded by Pierre Omidyar in 1995 and became a notable success story of the dot-com bubble.
- My role is to **minimize internal and external theft** by analyzing e-commerce data, **identifying e-commerce fraud**, **resolving online investigations** and **respond to customer** via email.
- I am also in **charge of checking eBay listings** to see if the products listed violate eBay policies.

June 2016 - August 2017 Telstra

Billing Specialist



- Telstra Corporation is an Australian telecommunications company which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other products and services. It is a member of the S&P/ASX 20 and Australia's largest telecommunications company by market share.
- My role is to **answer inbound calls** and explain their bill status. I also **process payments**, send technician as needed, **process adjustment** due to outages in their area, **create new accounts** for new members, port/exchange numbers as requested, **report fraud callers**, and provide fiber connection updates.
- **Upsell plans** that are within their budget and assist them in determining the best plan for them.

March 2015 – June 2015 Fingerhut

Order Specialist



- Fingerhut is an American catalog/online retailer. Fingerhut was founded in 1948 by William Fingerhut and his brother Manny, selling automobile seat covers. In 1952, the business repositioned itself as a mail order catalog company and diversified its goods to include towels, dishes, and tools.
- My primary responsibility is for the **timely and accurate fulfillment of all special order** and ensuring complete customer satisfaction.
- I **process orders** for customer and **offer complimentary items**.
- **Offer insurance for protection** in the case of major life events, the company (fingerhut) will cover minimum monthly payments up to 12 months.
- **Process refunds** and **returns** as per customer request.

June 2015-May 2016 Verizon

Billing Specialist



- Verizon Communications Inc., commonly known as Verizon, is an American multinational telecommunications conglomerate and a corporate component of the Dow Jones Industrial

Average. The company is headquartered at 1095 Avenue of the Americas in Midtown Manhattan, New York City, but is incorporated in Delaware.

- I am responsible for **explaining** to consumer about her/his **bill and charges**.
- **Provides a new** plan that will assist them and, to the greatest extent possible, **maintain customer trust**.

Education

Bachelor of Science and Information System- Accountancy and Management 2010-2015

Character References

Name: Ms. Abegail Ines

Company: AEG Power Tools Australia

Position: Manager

Phone: 09957950367

Name: Jessa Bianca Landingin

Company: Optum Global Solutions

Position: Supervisor

Phone: 09273284920

Name: Mary Charmaine Ylaya

Company: Telstra

Position: Supervisor

Phone: 09063598360