



Jasmin P. Bagano

Customer Service Representative
Insurance Verification Representative

About Me

Dedicated, professional and committed customer service provider. Providing service to different industries for 12 years. Highly motivated, dependable, flexible, sincere and devoted. Can focus on reaching or completing tasks to achieve the planned outcome. Excellent interpersonal and team building skills, demonstrates effective communication with individuals on all levels and builds rapport. Exhibits high aptitude for learning new skills.

Contact

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Canduman Mandaue City, Cebu Phils

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Training and Certifications

- Excellent Customer Service Training (Calls, emails, and Chats)
- Leadership Training
- Property Management Company Credentialing Process
- Transaction Management

SYSTEM FAMILIARITY

- Salesforce
- Google Drive
- Google Docs
- Google Sheets
- Google Meet
- Gmail
- MS teams
- Purecloud Genesys
- Microsoft Word, Excel, PowerPoint, Outlook
- Adobe Acrobat

Skills

- Can speak and write the English language fluently
- Can respond or communicate via phone, email, skype, or social media chats.
- Can create and manage emails.
- Strong attention to detail.
- Can prepare reports required.
- Able to give responses quickly on tasks.
- Can organize the priority of tasks and files
- Able to manage concurrent tasks
- Efficient in using online tools / can easily adapt to new online tools trained.
- Can provide excellent customer Service via email, chat or call.
- Can coordinate and work well with different department to help resolve customer issues/concerns

Work Experience

Realpage Phils. | Vendor Service Representative

2019 -2022

- A 3rd party Credentialing Company which I primarily
- Takes inbound calls and assists customers who are
- Vendors, Property Managers, and Insurance Agents
- checking the status of the account.
- Assist the Insured in calling Insurance carriers to request for the Certificate of Insurance and Endorsements.
- Assisting in checking on Vendor's documents
- required by the Property Management Companies
- that they provide services like Commercial Insurance
- Certificate Requirements from the Policy period
- coverage, Limits, Insurance Rating, Insurance Carrier
- Information, Policy Addition Insured Endorsements,
- and Waivers, Corporate documents like W9 Forms,
- Vendor Agreement, License, Minority Owned
- Certificate, and other specific Property Management
- documents.
- Do outbound calls to follow up with the Customer's
- requirements and status.
- Receives and responds to customers' email inquiries.
- Sets schedules for follow-ups and callbacks.
- Sends review request to the Property Management
- Company's Risk Management Office to possibly waive
- requirements or to accept documents that do not
- reach the minimum.

References

- Shiela Espinosa
- Shi.espinosa@gmail.com
- 09272998196
- Joana Marie Abellanos
- vfihhr.jmaabellanos@gmail.com
- 09173148250
- Christian Berdon
- christian.berdon@realpage.com
- 09692189206

Concentrix Phils. | SME, Auditor , Team Leader

2013-2020

- Taking inbound and outbound calls to assist providers' queries.
- Follow HIPPA Guidelines when verifying a patient's account.
- Checks and provides patient's eligibility benefits and coverages applicable with copays and deductibles
- Check if the patient has other insurance carriers and identify which one is primary, secondary and tertiary or with Medicare.
- Checks Medical Policy Guidelines for the Procedure Codes and HCPC codes provided
- Checks precertification requirements
- Provides claims status.
- Checks procedure codes and HCPC codes processed on a claim and requests for the medical record to support medical necessity
- Provides Appeals Status
- Manages team
- Develop team strengths and improve weaknesses.
- Identify and communicate team goals and evaluate team progress.
- Create an inspiring team environment with an open communication culture.
- Oversee day-to-day operation.
- Monitor team performance and report on metrics.
- Discover training needs and provide coaching

Sanford Marketing | HR- Training

2010-2013

- Conducts New Hire Orientation for Cashiers , Bagger and Sales Clerks
- Participates in meetings to enhance / develop training curriculum.
- Conducts Product Trainings
- Communicates with different departments for employee endorsement
- Reviews employee performance after training.
- Lines out employee career development plan

Education

Bachelor of Arts major in Psychology
University of Cebu

2006-2010

Highschool Graduate
Saint Louis School of Mandaue

2002-2006

Elementary Graduate
Mandaue Christian School

1997-2022
