



Kaye Lanie E. Alagasi

Contact



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Personal Profile

To obtain a position that will expand my skills, launch a successful career in a progressive company that rewards initiative and superior performance. Enthusiastic individual with superior skills in both team-based and independent capacities

Education

College

2013-2018 University of Cebu
- Bachelor of Science in Psychology

Secondary

2006-Montessori De Zamboanga

Primary

2000-Talon-Talon Elementary School

Work Experience

New Smile Company | Dec. 2021 - February 23, 2023

Virtual assistant, Refunds and Retention

Processes orders, prepares correspondence and fulfills needs of existing customers that are at risk of canceling services or orders. Additionally, as a Customer Retention Representative, I typically report to a supervisor or manager.

Answering payment related issues or problems, Checking if the customer is eligible in getting a refund.

Vintazk Business Outsourcing Company | June 2019 - November 2021

Sales Representative/ Back office

Provide customers with information about solar-powered equipment. We are the first point of contact with customers and provide detailed information about cost savings and energy incentives relating to solar-powered products and equipment.

Work Experience

As a Back office support we are the ones who usually do the admin task like answering emails from the clients and sometimes we do call the clients directly to do some marketing arrangements, appointments and answering their query.

Omega Healthcare | January 2016 – March 2019

Customer Service Representative (Physicians Billing) (Data Entry)

Maintained a positive work ethic and commitment to providing excellent service.

Handle Physicians Billing Responsible for submitting and following claims to ensure that the healthcare provider will receive timely payment for the services.

-Handled DME providers and processed orders for patients availing of DME equipment. Also, calling health insurance to check eligibility and benefits for the patient.

Stream/Convergys (2013–2015)

Sales representative /Customer Service /Retention

Assisting postpaid customers in renewing their contracts by upgrading their handphones. Implement customer retention strategies to increase loyalty and retain business

