



# REMILYN VALDEZ

## MY CONTACT

### Phone

(+63) 938-168-0244

### Email

remilynvaldez828@gmail.com

### Address

Block 75, Lot 21, Phase 1  
Mapayapa Street, Bria Homes  
Barangay San Gregorio, San  
Pablo, Laguna 4000

## SKILLS

- Training Management
- Customer/Client Relations
- Admin Task Specialist, Office Tools Expert (MS Office 365 and Healthcare System Tools – GPS, Medcompass, Medhok, HRP, Rumba and PNC Billing and Payment
- Photography and Photo Editing in Adobe Photoshop

## LANGUAGES

- FILIPINO
- ENGLISH
- ARABIC

## OBJECTIVE

Dedicated and versatile professional with diverse experience in education, training management, customer service and multimedia production.

## EDUCATION

- La Concepcion College | 2019 - 2022  
Bachelor in Secondary Education, Major in English
- Bulacan State University | 2005 - 2007  
Two-Year Certificate of Industrial Technology
- San Jose Del Monte National High School | 2001 - 2005  
High School Graduate
- Francisco Homes Elementary School | 1995 - 2005  
Elementary School Graduate

## EXPERIENCE

### Concentrix - Healthcare Account | July 2020 – July 2024

#### Trainer II, January 2022 - July 2024

- I was responsible in training new- hired employees. Design training programs: Create comprehensive training plans. Deliver orientation: Introduce new employees to company culture, policies, and procedures. Ensure new hires have necessary resources and guidance. Providing coaching and mentoring. Managing training logistics and administration.
- Also, I facilitated refresher class and onboarding session to tenured agents, fostering a culture of continuous improvement in the product knowledge and excellence in customer service.
- Attended meeting with clients. Establish rapport and build trust. Understanding client's needs and goals. Ensuring client satisfaction and feedback. Maintaining professional demeanor and etiquette.

#### Task Team Agent, January 2021- January 2022

- I review, prioritize, and complete assigned tasks related to patient inquiries, health documentation and outbound call to the customer or healthcare professional and provider if needed.

#### Customer Service Representative, July 2020 – January 2021

- I respond to inbound calls of patients, provider and healthcare professionals regarding the healthcare services, coverage, prior authorization, claims, billing, premium payment and appeals.

**La Concepcion College | 2022**  
**Student-Teacher Internship**

I had the opportunity to teach senior high school students, developing lesson plans that emphasized critical thinking and effective communication skills. I fostered a supportive learning environment by encouraging student participation and facilitating discussions on various literary and research topics. My experience in classroom management and instructional delivery equipped me with the ability to engage diverse learners, assess their progress, and adapt teaching strategies to meet their individual needs.

**Photogenic Studio | 2010 - 2018**  
**Photography and Video Editing Expert**

I worked as a Photography and Video Editing Expert, capturing high-quality visuals and delivering polished, engaging multimedia content. I specialized in photo retouching, video post-production, and creating visually compelling stories tailored to client needs. With a keen eye for detail and a solid understanding of visual composition, I consistently produced work that enhanced brand messaging and audience engagement.

**Max's Restaurant Inc. | 2009 - 2010**

**Customer Service Assistant**

I provided exceptional customer service by attending to guest needs, handling orders, and ensuring a positive dining experience. I excelled in fast-paced environments, maintaining high standards of service while managing customer inquiries, resolving issues, and working efficiently with team members to deliver a seamless dining experience.

**Ever Gotesco Department Store | 2008 - 2009**

**Counter-Cashier**

I efficiently handled cash transactions, processed payments, and provided excellent customer service. My responsibilities included balancing cash registers, managing refunds and exchanges, and ensuring a smooth checkout process. I consistently maintained accuracy and attention to detail while assisting customers, contributing to a positive shopping experience.

**SM Fairview Department Store | 2007 - 2008 Counter-Checker**

I was responsible for ensuring accurate transactions and maintaining inventory integrity. My role involved processing customer purchases efficiently, handling returns and providing excellent customer service to enhance the shopping experience. I developed strong attention to detail and problem-solving skills, contributing to a smooth checkout process and fostering positive customer relationships.

**City State Tower Hotel | 2006 - 2007 Food Attendant-Internship**

I was responsible for delivering exceptional service to guests in dining areas, ensuring their satisfaction throughout their dining experience. I managed food and beverage orders, maintained cleanliness and organization of service areas, and collaborated with kitchen staff to ensure timely and accurate delivery of meals. My attention to detail and commitment to customer service contributed to creating a welcoming and enjoyable atmosphere for guests.