



Shekinah Rosha C. Bertillo CPHT

Operations Manager
Customer Success Manager

Claims and Prior Authorization Specialist

Establishing clear performance metrics and take proactive steps to address deviations.

Enhancing patient care, improving efficiency, and empowering healthcare providers

My mission is to drive organizational success through strategic leadership, operational excellence, and a commitment to continuous improvement. My mission is to revolutionize patient care and support healthcare providers through advanced technology and compassionate service.

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November 2022 – March 2025

Operations Manager (Sutherland Global Services) Healthcare Insurance



- ✦ Managing 2 LOBS and 2 sites that is mainly focusing on Member and Provider Services
- ✦ Handled Credentialing, Benefits and Eligibility, Payer, Claims, EOB, Prior Authorization and Appeals
 - ✦ Conduct regular performance reviews and provide constructive feedback.
- ✦ Provide guidance, support, and direction to team managers to ensure tasks are completed efficiently and effectively
 - ✦ Oversee daily operations to ensure they align with organizational objectives and meet quality standards.
- ✦ Monitor key performance indicators (KPIs) and metrics to track progress and identify areas for improvement. Address operational issues and resolve conflicts that arise during daily activities.
- ✦ Make decisions on resource allocation, process improvements, and operational strategies to optimize efficiency and productivity.
- ✦ Communicate with stakeholders, including senior management, to provide updates on operations and discuss strategic initiatives.
- ✦ Identify inefficiencies in workflows and processes, and implement improvements to enhance operational efficiency.
- ✦ Analyze data and gather feedback from team members to identify root causes of problems and implement solutions.
- ✦ Plan and schedule tasks, projects, and activities to optimize resource utilization and meet deadlines.
- ✦ Provide training and development opportunities for team members to enhance their skills and knowledge.
 - ✦ Implement measures to promote a safe and healthy work environment for all employees.

Leading & Influencing for Success.

Shekinah Rosha Bertillo | shekinah.bertillo@gmail.com | +63 (920) 982 7192 | Manila, Metro Manila | 1008 | Philippines

- Client Management, set meeting and discuss client needs to create an action plan in hitting goals.
- Performance management, review performance metrics of each Line of Business, team action plan execution. Ensure deadlines and service levels are met daily, weekly and monthly. • • Mentoring and Coaching Team Managers/Leaders and advocates to maintain performance and generate growth.
- Financial and Client Billing management and reporting
- Incentives and people engagement (Including Production
- Floor Branding and decorations), formulating and executing incentive plans, advert and promote to hype team performance.
- Systems Management – IT Solutions, facilities management, time keeping and payroll. Requesting client access and deactivation (Athena, eCW/EMR, EPIC, ETC.)
- Human Resource Management – Hiring, Training, Attrition, Abs/Shrinkage, scheduling and other HR matters. (Including managing ticketing system ServiceNow and Jira)
- Process improvement – partner with other departments like Quality and training team to formulate and create an easy and productive plans to improve client process and tools uncovering pain points to focus on improvement on client and customer satisfaction.



TeleTech | September 2018 – Dec 2022

Health Care Senior Team Leader



- ✦ Oversee the day-to-day activities of my team, ensuring tasks are completed and standards are maintained.
- ✦ Handled Prior authorization, ICD-10 Code, HCPC Code, Correspondence, Pharmacy refill, Pharmacy Benefit Manager and claims
- ✦ Managed advocates of 25 to 30 employees, overseeing Team Leaders on their daily tasks.
- ✦ Mentor and train team members to enhance their skills and knowledge.
- ✦ Conduct regular performance reviews and provide constructive feedback.
- ✦ Act as a point of contact of clients and vendor liaison.
Ensure adherence to healthcare regulations, organizational policies, and best practices.
- ✦ Participate in quality improvement initiatives and watch outcomes.
- ✦ Provide leadership to inspire and motivate your team to achieve goals.
 - Enhanced customers experience ratings by motivating team members to strengthen quality, increase productivity and implemented scheduled maintenance, retooling production status sheets, and driving to achieve scheduling effectiveness and Line Adherence.
 - Assessed employee work and improved performance through coaching and action planning focusing on advocate behaviors to drive numbers.
 - Supervised daily operations, including employee performance, production goals and coaching.
 - Developed and implemented employee incentive programs to promote top performance.
 - Created a project as a proactive solution for NPS

Leading & Influencing for Success.



- Worked with US telco account/campaign to provide customer service.
- Worked with 14 – 17 agents to mentor, guide and coach them with our metrics.
- Closely checked team performance to reach our key performance indicator monthly.
- Worked with spreadsheets and presentations to provide analysis of each metric for our clients.
- Supported Customer Service, Technical Support and Sales

Customer Support Representative and Sales

NCO | Dec 2015 - May 2012 – Nov. 2012

- Worked with US telco account/campaign to provide customer service, technical support and sales.
- Find potential customers through various channels such as cold calling, emailing, and networking.
- Research and gather information about prospects to understand their needs and qualify them based on predefined criteria.
- Initiate contact with prospects through cold calls, and emails to introduce your company's products or services.
- Floor support and helped 40 agents in the production area to guide them with the knowledge base.
- Assess the interest and readiness of customers to buy based on their responses and engagement.



SKILLS

- MS Office
- Business operations
- Process improvement
- Customer and client services
- Operational and process improvement
- Action Planning/Proactive Solutions
- Team management/Remote Team Management
- Research Skills
- Medical Credentialing
- Insurance Verification
- Medical Billing
- Medical Terminology
- Data Entry
- Coaching
- Client Coordination Care Coordination
- Operational Efficiency
- Customer Success
- Problem Solving

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EDUCATION

Republic Central Colleges

Bachelor of Science | June 2008 – May 2010

Bachelor of Science in Nursing

- Focused on Community Nursing including maternal and child health.

Our Lady of Fatima University

Bachelor of Science | June 2010 – Nov 2011

Bachelor of Science in Nursing

TRAININGS AND SEMINARS

Lean Six Sigma Education

Whitebelt Certified Feb. 14, 2020

Lean Six Sigma Education

Yellowbelt Certified Aug. 20, 2021

Distance Learning Network Inc.

Pharmacy Benefit Management Certified Technician 2019

Certification ID: PID925986

Proactive Solutions – 2019

Hiring for the Best – March 2024

Continuous Improvement Plan – April 2024

Stay Interview – March 2024

Account Management – February 2024

Financial Management – May 2024

Sales and Project Management – June 2024