



Applicant's Name: **Emmanuel C. Saguban**  
Current Address: Toril, Davao City  
Mobile Numbers: **+63985-124-9217** (Smart)  
Email Address: **emmanuel.saguban@gmail.com**

Nick Name: **Emman**  
Skype: **emmanuel.saguban**

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▪ **Personal Information:**

Age:	39 years old
Date of Birth:	September 14, 1985
Place of Birth:	Davao City
Civil Status:	Single
Nationality:	Filipino
Sex:	Male
Language/ Dialect Spoken:	English, Tagalog & Cebuano (Bisaya)

● **Educational Background:**

**College:**               **Polytechnic University of the Philippines- Main Campus**  
**Bachelor of Science in Business Administration**  
**Major in Marketing Management**  
                                  Graduated: May 2014

**University of Southeastern Philippines - Main Campus**  
                                  Barrio Obrero, Davao City  
                                  Bachelor of Science in Electrical Engineering– Undergraduate (2 years)  
                                  School Year: 2002 to 2004

**Vocational:**       **Advent Caregiver School** - Biñan, Laguna  
                                  National Certificate II in Housekeeping, Caregiving &  
                                  Nursing Aid  
                                  Issued by TESDA Government last October, 2014

**Secondary:**       Saint Peter's College of Toril  
**Primary:**         Sirawan Elementary School

- ✚ TEFL Certificate: **Teacher Record** Teaching English as a Foreign Language Course (120) Hours - **Passed and Completed January 2024**
- ✚ Premier Medical Billing Academy – Completion of fundamentals of Medical Billing and HIPAA Privacy Training (Refresher) – **Completed March 04, 2023**

### ✚ **Work History**

#### **October 2021 – December 2024**

##### **Medical VA/ Medical Biller at Angelic Wellness Clinic (US) (Freelancer)**

- Scheduling patient appointments, making phone calls, and managing email and text. Obtain all relevant medical records related to the patient from health providers including hospitals, clinics, and specialists. Gathering Patient Information and Reviewing Medical Records. Review the patient information for accuracy and completeness etc.
- Generating patient invoices, communicating with insurance providers and patients, communicate with insurance providers and patients, review referrals and authorizations, tracking of payments, healthcare, and insurance billing, ensure accuracy of billing information, confirm patients' benefits and insurance, follow up on unpaid claims, prepare invoices, submit claims to insurance companies, conduct audits, correcting rejected claims, etc.

#### **October 2020 – October 2021**

##### **Real Estate VA at VA4REI (Freelancer)**

- Provides various services to entrepreneurs or businesses from a remote location. From marketing tasks, scheduling appointments, and managing events to personal errands. Provide data entry, provide cold calling, lead generation, skip tracing, and setting and organizing appointments.

#### **December 2019 – September 2020**

##### **Operations Staff at MegaXcess IT Solutions Inc.**

- Manage the day-to-day planning and operation of your team. This includes making sure that each employee both accounting and technical department meet the company's and PAGCOR expectations and implementations and hit their task or goals for each day. Also, in charge of managing the team and making sure everyone adheres to their schedule. As an OM, you must be organized and be able to handle responsibility.

#### **June 2019 – December 2019**

##### **Real Estate VA (Part-Time) at VA4REI (Freelancer)**

- Lead Generation, Skip Tracing, Marketing, Data Encoding, Techniques to become an expert VA 6 points to Success and many more. Tasks: Lead Generation, Skip Tracing, Marketing, Data Encoding & Cold Calling

#### **June 2018 – June 2019**

##### **Quality Assurance Analyst at Flatworld Solutions - Davao City**

- Determines telemarketing quality standards by studying inbound and outbound calls and customer service presentations, conducting test calls to telemarketing service representatives on new products. Managing the team stats, providing feedback/ coaching, team attendance, and taking escalations. Handles 2-3 campaigns. Provide feedback to telemarketers by monitoring calls; monitoring feedback for external vendor programs; and conducting monthly help sessions.

**February 2017 – March 2018**

**Operation Specialist** at Wells Fargo -Philippines

- Handles collections /charged-off related concerns, billing disputes, bankruptcy concerns, collection settlements, payment arrangements, or negotiations, making sure the goal is hit for the team and credit bureau disputes. Also, handles background checking for consumer/ business accounts credit history.

**October 2015 – February 2017**

**JAM 1 (Bank Officer)** at BDO Bank

- Handling customer service to BDO clients, handling difficult clients, escalating BDO branch or technical issues, calculating about loan or loan modifications, assisting about past due BDO loans/ credit cards, and processing / assisting BDO Remittance. Provide coaching or feedback on my staffs on their client's complaints, performance, or attendance. In addition, handling BSP complaints and executive complaints as well.

**July 2011 – September 2015**

**Senior Collector Specialist** at JP Morgan Chase Co.

- Handles collections and billing, taking phone calls and managing emails, conduct training and coaching, and handle escalation.

**April 2010 – July 2011**

**Telephone Banker 1** at JP Morgan Chase Co.

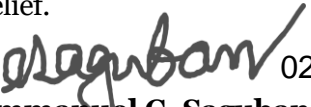
- Take incoming calls from bank customers, listen to the customers to understand their needs and help to identify a solution, handle inquiries relating to consumer deposits, financial transactions, and technical support such as online banking enrollment, navigation, bill pay inquiries, professionally handle irate customers, ability to quickly resolve customer problems utilizing various computer screens and written manuals and other related bank inquiries and etc.

**April 2007 – April 2010**

**Customer Service Representative** at Sitel Philippines – (Clientlogic)

- I handled customer service, billing inquiry, billing dispute, sales or up selling of products/services, retention, technical support, deal directly with customers, handle and resolve customer complaints, communicate and coordinate with internal departments and other related customer service job.

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

 02/21/2025  
**Emmanuel C. Saguban**  
 Applicant

**"I can do all things through Christ who strengthens me - Philippians 4:13"**