

## ALFREDO SABAL JR

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### PROFESSIONAL PROFILE

Experienced and results-driven **Operations Supervisor** with 14 years of expertise in optimizing operations, leading high-performing teams, and improving processes for efficiency and productivity. Proven track record in managing daily operations, implementing strategic initiatives, and enhancing workflows to meet and exceed organizational goals. Adept at balancing quality control, compliance, and team engagement within fast-paced environments. I am known for strong problem-solving skills, effective communication, and a commitment to continuous improvement.

#### Key Skills:

- Operational Efficiency & Process Improvement
- Team Leadership & Development
- Quality Assurance & Compliance
- Workflow Optimization & Project Management
- Data Analysis & Performance Metrics

With a solid foundation in operations and a focus on delivering exceptional results, I am dedicated to driving success and adding value to any organization.

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### WORK EXPERIENCE

#### Senior Team Lead – Operations (Call Center Voice)

Image Care Center Radiology of New Jersey (Radiology Imaging Services, Scheduling and Appointment Setting | Full Time)

October 2020 – Present

#### Main Responsibilities:

- Responsible for day-to-day functional supervision of work groups, including assignment and attendance monitoring, providing input into selecting, training, developing, and completing performance appraisal of work group (s) in accordance with the organization policies and applicable compliance requirements
- Manages efficient work allocation and tracks the overall performance of the team members
- Serve as the primary liaison between clients and the company, ensuring all communications are proactive and responsive to client needs.
- Schedule patients for Radiology services
- Collaborate with the leadership team to refine onboarding processes and maintain efficient, up-to-date records.

- Work closely with the leadership team to optimize administrative and operational workflows.
- Coordinate with quality and training department.
- Provide regular coaching and developmental feedback to virtual talents, customizing approaches to meet individual and team growth needs.
- Assists in resolving issues that are challenging to Customer service representatives
- Manages team attrition

#### **Operation Team Lead (Call Center Voice)**

Cognizant Technology Solution (Customer Service, Healthcare, Member/ Provider Services | Full Time)

September 2016- October 2020

##### **Main Responsibilities:**

- Manage a team of 17 FTEs of customer service representatives
- Provides benefits, claims, and eligibility for HMO, PPO, Medicare, Medicaid, MPAD Plans
- Serve as a point of contact for any issues and escalation across LOB's
- Assist the team in handling process related inquiries
- Collaborate with the quality team for any areas of opportunities to streamline the process and maintain efficiency

#### **Customer Service Associate – Appeals and Grievance (Call Center Voice)**

WIPRO BPO LTD (Customer Service, Healthcare, Provider Services/ Grievance and Appeals / Credentialling | Full Time)

September 2015- September 2016

##### **Main Responsibilities:**

United health group customer service for provider services

- Make an outbound call to update the provider credentialling information
- Provides benefits, eligibility and insurance verification for Care health Plus members

**Operation Team Lead – Sales Account Online Education Campaign (**

Live2Sell Group of Companies (Sales Campaign, Online Education, Process Enrollment)

April 2010- September 2015

**Main Responsibilities:**

Manage a team of 15-20 FTE's processing online enrollment applications

- Monitor and validate those online enrollment processes
- Provide coaching and feedback for development
- Assist training and quality on how to improve our process and SOP's
- Proven sales tracker records for the team of highest number of qualified enrollments application

**Certificates:**

- Certified HIPAA Compliant (US Health care)
- Lean Six Sigma
- Google Cybersecurity Training
- Artificial Intelligence Cybersecurity Training
- Microsoft Excel Fundamentals
- AI Fundamentals
- Leadership and Management Training (Coaching and Feedback Training)

**EDUCATIONAL BACKGROUND**

- **Bachelor of Arts Major in Industrial Psychology**

**University of Cebu Main Campus**

**October 2012**