



Kristian Conan Guillemer

Member Engagement Specialist

CONTACT ME

☎ +639665714509

✉ kguillemer.vss@gmail.com

EDUCATION

Associate in Computer Technology

Saint Peter's College of Ormoc
2004-2007

Secondary Education

St. Peter's College of Ormoc
1997-2002

Primary Education

St. Paul's School
1991-1996

SKILLS / TRAININGS

- Customer Service
- HIPAA Compliance
- Front Desk Triage
- Appointment Scheduling
- Insurance Verification
- US Healthcare Fee Calculation

WORK EXPERIENCE

Appointment Setter / MES (Hybrid)

June 2024- Jan 2025

Easyhealth | Beverly Dr. California

Scheduling appointments with potential clients through effective communication, maintaining accurate customer records, and utilizing CRM systems to generate new business opportunities for the team, often through cold calling.

Quality Analyst

2023-2024

Virtual Staffing Solutions| Ormoc City Philippines

As a Quality Analyst I am responsible for monitoring and evaluating customer interactions to ensure compliance with company standards and enhance service quality. This role involves analyzing call recordings, providing feedback to agents, and identifying training needs to improve performance.

Health Information Management Clerk

2017-2019

Ain Al Khaleej Hospital | Al Ain UAE

Responsible for maintaining the files included in a patients health information portfolio, including medical history, symptoms, examination results, diagnostic.. etc. Maintain strict confidentiality; Review records for policy compliance and uploading scanned images of documents to the system.

Customer Service Representative

2016

SYKES ASIA | Cebu Philippines

Acknowledging and resolving customer complaints. Keep records of customer interactions, process customer accounts and handle payments processing. Basic troubleshooting of customer's handheld equipment and offer plans that best suit to the customer's needs.

REFERENCES

Mr. Vonn Bautista

Virtual Staffing Solutions
QA Manager

Ms. Maida Codilla

Easyhealth
Operations Team Leader
PH Team