



## **Dennis B. Bacolinao**

✉ [dennisbacolinao@gmail.com](mailto:dennisbacolinao@gmail.com)

☎ +63970-765-9759

📍 398 D San Isidro St. Santa Cruz  
Porac Pampanga 2008

### **EXPERTISE SKILLS**

CRM (Monday.com)  
Team handling  
Customer service

### **EDUCATIONAL BACKGROUND**

De La Salle Araneta University  
BS in Hotel and Restaurant Management  
June 2012 - March 2015 (Graduated)

Bataan Peninsula State University  
Bachelor of Science in Nursing  
June 2007— March 2009 (Undergraduate)

### **REFERENCES**

#### **Mr. Max Nicole Kit Formanes**

☎ 0929-956-1552

✉ [max.formanes@yahoo.com](mailto:max.formanes@yahoo.com)

#### **Ms. Dyan Cruz**

☎ 0995-017-0600

✉ [dyan.cruz23@gmail.com](mailto:dyan.cruz23@gmail.com)

### **PROFESSIONAL EXPERIENCES**

#### **Multitasking Virtual Assistant / Financial Analyst (Account Receivable)**

Clark Outsourcing

April 20, 2024 – February 28, 2025

Performing data entry, calling employee work references and organizing documents.  
Sending invoices to homecare facility on a weekly basis and track account receivable.  
Validating contractual rates, authorization, timely filling and payments terms.

#### **Patient Services Representative**

Healthscope Specialist Offshoring

June 20, 2023 – January 31, 2024

Address billing inquiries and clarify billing statements.  
Resolving outstanding account receivable balances and process payment arrangement.  
Maintaining positive patient relationships in providing excellent patient care.

#### **Senior Process Associate**

Tata Consultancy Services

August 25, 2022 – July 10, 2023

Obtaining renewal homeowners policy info for flood, windstorm or condo unit policy.  
Request a copy of the renewal policy info via email, fax or upload it to the website.  
Assist homeowners in updating their policy information and process payments.

#### **Lead Customer Experience**

Alorica Philippines Inc.

June 15, 2019 - June 22, 2021

Calling UPS Customer Center or UPS Store for urgent delivery.  
Routinely provide quality and standard directions to our team members.  
Offering tips and step by step procedures to assure customer satisfaction.  
Authorizing special adjustment like redelivery or package pickup attempt the same day.

*I hereby declare that all of the entries above are true and correct.*

**Dennis B. Bacolinao**