



Decerie Hernandez

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LINKS

[Linkedin](#), [Skype](#)

01 PROFILE

- Dedicated with expertise in developing and implementing effective quality control processes.
- Proven ability to identify and resolve product defects, ensuring adherence to industry standards.
- A detail-oriented professional committed to enhancing product quality and customer satisfaction.
- Excels at managing team and personal time to consistently exceed expectations.
- Trained in the resolution of critical issues within a time-sensitive environment.

02 EMPLOYMENT HISTORY

Feb 2019 — Oct 2020

Muntinlupa

Quality Analyst at Bluelogic Solutions Inc.

- Responsible for monitoring and assessing the performance of call center agents.
- Review calls, provide feedback, and ensure that agents adhere to company policies and standards.
- Identify areas for improvement in training and processes to enhance overall customer service quality.
- Set and achieved product quality objectives while meeting product specifications.

Oct 2020 — Oct 2023

San Pedro

Quality Analyst/Supervisor at TTADMS Business Process Outsourcing Inc.

- Involved in creating and implementing quality assurance processes, developing training programs for call center staff, and generating reports on performance metrics.
- Collaborating with different departments to address customer issues and continuously strive to enhance the overall customer experience.
- Analyzing trends and providing insights to improve operational efficiency is often part of the responsibilities as well.

Dec 2023 — May 2025

Work From Home

Medical Biller/ASC Strategic Revenue Solutions, Inc.

- Claims preparation and submission. Prepare and submit accurate claims to insurance companies and other payers. This involves coding medical procedures and diagnoses using standardized codes (ICD, CPT, HCPCS) and ensuring that all required information is included
- Verification of patient information.
- Coding. Assign appropriate codes to diagnoses and procedures based on medical records and provider documentation. This requires a deep understanding of medical terminology and coding guidelines.

03 EDUCATION

Jun 1994 — Apr 2000

San Jose

Roman Ozaeta Memorial Elementary School

Primary

Jun 2000 — Mar 2002

San Jose

Saint Joseph Academy

Secondary

Jun 2002 — Mar 2004

Tiaong

Cabay National High School

Secondary

Jun 2004 — Mar 2005

Lipa City

Lipa City Colleges

Bachelor of Science in Nursing

Jun 2005 — Mar 2006

Lipa City

Saint Augustin School of Nursing

Nursing Assistant

04 SKILLS

Adaptability	●●●●●●	Communication Skills	●●●●●●
Computer Skills	●●●●●●	Highly Organized	●●●●●●
Microsoft Office	●●●●●●		

05 LANGUAGES

English	●●●●●●	Cantonese	●●●●●●
Tagalog/Filipino	●●●●●●		