

CARMELA YAMAR

VIRTUAL ASSISTANT | CUSTOMER SERVICE REPRESENTATIVE

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SUMMARY

Experienced Healthcare Customer Service professional with a proven track record of providing top-notch customer service and support in the healthcare industry. Skilled in addressing member inquiries, processing prescription orders, and resolving concerns efficiently proficient in educating members on benefits and plan options to ensure customer satisfaction.

Also has a familiarity on using different various of Microsoft office, google workspace, task management and different various of editing tools.

PROFESSIONAL EXPERIENCE

- Customer Service Representative**
ALORICA

2017-2018

 - Act as primary contact for Amazon customers, resolving inquiries via phone, chat, email, or mobile chat.
 - Implement solutions to prevent and resolve customer issues, guaranteeing a positive customer experience.
 - Enhance customer satisfaction through effective communication and issue resolution methods.
- Healthcare Customer Service**
EVERISE PHILIPPINES

2018-2025

 - Addressing member inquiries regarding health plans, pharmacy benefits, and prescription medications
 - Assisting with medical needs, doctor lookup, prescriptions, and DME.
 - Processing prescription refills and over-the-counter orders
 - Resolving member concerns efficiently and accurately
 - Maintaining high levels of customer satisfaction and service excellence.
 - Handle inbound and outbound calls for healthcare providers such as hospitals, medical offices, insurance companies, clinics, and local pharmacy.
 - Scheduling patients for appointments or procedure in a hospital.

SKILLS & EXPERTISE

Customer Service	Graphic Designer	Admin Assistant
Healthcare Industry Knowledge	Website Creation	Chat, Email & Phone Support
MS Tools Proficient	Travel Planner	Multi Tasking Skills

EDUCATION

Bachelor of Science in Information Technology

Catanduanes State University

- Focused on the practical application of Computer technology

March 2013 - March 2017