



# MOCSIN MOPUN

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Customer relations
- Attention to detail
- Data Entry
- Complaint resolution
- Software proficiency
- Attention to detail
- Time management

## TOOLS

- Zendesk
- Salesforce
- Google Calendar
- Microsoft Outlook
- Microsoft Applications

## PERSONAL PROFILE

Dedicated Customer Service Professional and a Virtual assistant, offering 8 years' demonstrated expertise in delivering quality and a personalized customer service experience to clients to ensure optimum satisfaction. Seeking to drive defined goals in a position that allows for further career advancement and exposure.

## WORK EXPERIENCE

### FREELANCE VIRTUAL ASSISTANT

[The Blueground Company](#) | Feb. 4, 2024 - Sept. 4, 2024

#### Position: Market Lead Ops- NYC Market (Back office)

- Process Exit inspection and Check-in tickets.
- Assist new guests with their smooth move-in process which includes assigning keys, sending emails to buildings with guests' information, register guests to building portals, sending virtual keys to guests and etc.
- Check processed Exit inspection tickets submitted by field associates after the guest moved-out and diagnose which tasks needed to assign to specific department to maintain cleanliness, proper arrangement of furnitures, appliances and etc. and furnishing necessary stuff in the unit in preparation for the next guest.
- Communicate with Buildings either via email, portal or phone call to report and submit work orders/maintenance request that are building related to achieve smooth move-in of the next guest.
- Identify missing and/or damaged items from the unit to forward necessary charge/s to the previous guest.
- Attend to flags through Slack channel that are related to move in/check-in and exit/move-out process.

GogoGrandparent | April 2022 - Nov. 2022

**Position: Virtual Assistant (Customer Service Support)**

- Assist potential customers by providing information on how our company works through elaborating the perks of being a member.
- Help customers schedule ride/s, check status of an existing ride/s, cancel and/or make changes on a scheduled ride.
- Carefully process payments for customers using their existing card on file or a new one.
- Communicate with drivers for customers' special requests.
- Handle customer's complaints and identify the level of urgency for possible supervisor call.

**BUSINESS PROCESS OUTSOURCING (BPO) EXPERIENCE**

Flatworld Solutions | May 2018 - Feb 2022

**Position: Account Executive**  
**Account: SaveonResorts (Travel booking)**

- Assist customers book reservations for hotel, flights, car rental, and activities.
- Help customers make changes on their reservations, and communicate with the hotels, airlines, car rental companies, and with our vendors to make these changes possible.
- Resolve issues that may arise with our customers with a sense of urgency.
- Handle customers' complaints with sense of acknowledgement and responsibility.
- Make a thorough account verification on each caller to ensure quality of service and prevent possible fraud

Sutherland Global Services | Jun 2015 - Apr 2018

**Position: Customer Service Support and Seasonal Product Specific Trainer**  
**Account: Horizon BCBSNJ (Health Insurance)**

- Make a thorough account verification on each caller to ensure that HIPAA guidelines is met.
- Assist members with their Billing and Enrollment inquires and concerns which includes explanation of billing statements, process monthly bills, make changes on the account, and account renewal.
- Help customers understand their medical benefits and eligibility through educating them what their plan covers.
- Explain what is member's cost-sharing (co-pay, co-insurance or deductible) on a certain medical service that has been performed or that they are planning to have according to their plan.
- Assist customers pull up their claim's information, check status (pending, paid or denied), provide the reason/s for denial of the claims that were denied and process how to resubmit denied claims.

Teleperformance Philippines | Oct 2014 - Mar 2015

**Position: Customer Service Support**  
**Account: Healthnet (Health Insurance)**

- Take both inbound and outbound calls for both members and providers.
- Verify members' billing information and process payments.
- Provides information about members' health benefits and coverage.
- Examine and reprocess claims for providers.
- Call members for updates about existing and unresolved issues.
- Ensure to follow HIPAA guidelines.
- Familiarization of medical terms.

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**EDUCATION HISTORY**

University of Mindanao Digos College

Bachelor of Secondary Education

2010-2014

Award: Cum Laude