



ROSELLE A. LOBIANO

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Strong Customer Relation
- Attention to Detail
- Efficiency with tools and processes
- Communication
- Problem Solving
- Delegate
- Integrity

TOOLS

- Zendesk
- Salesforce
- Quickbooks
- Google Sheets
- Intercom
- OMNI

PERSONAL PROFILE

Extensive customer service enthusiast with over 8 years of experience in handling multi-national clients and a dynamic and results-driven team leader with 1 year of experience in the customer service field. Proven track record of motivating teams to exceed goals and deliver exceptional results.

WORK EXPERIENCE

EBUSINESSBPO/AZPIRED

Customer Care Representative - May 2015 to May 2016

- Assist customers with after purchase concerns. Provide exceptional customer service for repeat business. Problem analysis to provide customer satisfaction.

OMEGA HEALTHCARE CEBU

Medical Billing Executive - Feb 2018 - Oct 2019

- Putting together and sending billing information and medical claims to insurance providers. Ensuring that the medical information on the patient is always correct and up to date. Keeping track of overdue payments and monitoring their status.

ZEPZ - WORLDREMIT LTD.

Escalations and Complaints Analysts - Oct 2019 - Mar 2023

- Highest standard of customer support, ensure issues logged in BBB, FOS, FDMS, etc. are resolved with high satisfaction rate. Move with speed to deliver a better experience for customers and seeking the best and efficient way to resolve concern. Build meaningful connections with colleagues by acting with integrity, collaborating with various departments to enhance processes and suggest developments

Team Manager - Mar 2023 - May 2024

- Monitor, report and manage team performance. Understand key performance metrics, and how to influence them. Take part in the recruitment, induction and training of team members. Frequently coach and train agents in the team and others to effectively raise engagement, support development and get the best of my people.

EDUCATION HISTORY

University of Cebu

- Bachelor of Science in Business Administration - Management Accounting