



# MICHAEL ANGELO CRUZ

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Process Improvement
- Appointment Setting
- Data Entry
- Internet Research
- MS Suite
- Critical Thinking
- Exceptional Organizational Skill

## TOOLS

- EPIC
- Canva
- Microsoft Office
- Microsoft Excel
- MS Suite

## PERSONAL PROFILE

With over ten years of experience in the US healthcare industry, I have developed strong expertise in preauthorization, eligibility, benefits, claims, and revenue cycle management. My track record reflects my dedication, hard work, and proactive approach to managing healthcare insurance operations.

## WORK EXPERIENCE

### QUALITY ANALYST

Med-Metrix | 2022 - Present

- Generating daily and weekly reports on root cause analysis
- Ensuring the accuracy of agents' follow-ups on outstanding insurance claims.

### TEAM LEAD/SUPERVISOR

Results CX | 2019 - 2022

- Team Management
- Prepared detailed reports
- Coaching and developing team members
- Tracking individual and team performance through scorecards
- Handling escalation calls and supporting agents with process issues to maintain smooth operations and resolve complex situations effectively.
- Keeping the team motivated and maintaining a positive attitude toward work.
- Maintain smooth operations and resolve complex situations effectively.

## WORK EXPERIENCE

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### HEALTHCARE BILLING REPRESENTATIVE

#### Cronos Billing Services | 2017 - 2019

- Collaborating with patients to set up payment arrangements
- Post payment promptly to ensure timely account updates.
- Handle insurance payments and employer payments.

### QUALITY ASSURANCE PROFESSIONAL

#### Results Manila CX | 2012 - 2016

- Offer clear and timely recommendations and feedback to the team lead for improving agent performance.
- Work with the call quality team to refine and simplify processes.
- Implement process standards to boost service delivery and enhance the customer experience.
- Audit recorded calls to spot areas where performance falls short of established standards.

## EDUCATION HISTORY

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### Bulacan State University

- Bachelor of Science in Architecture 2002 - 2005
- Certification in Excel Online Class - 2024