



# RAVEN CHRISTINE MACAPOBRE

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Customer Service
- Calendar Management
- E-mail handling and Email inbox optimization
- Sales Support
- Basic Website post management
- Apps
- Other administrative support.

## TOOLS

Google Suite (Drive, Docs, Sheets, Calendar, Mail)

Trello

Microsoft Office (Word, Excel, PowerPoint, Outlook)

Capcut

Canva

Zoom

## PERSONAL PROFILE

A meticulous professional with well-versed in providing quality administrative, sales and customer service support through effectively handling remote office procedures and calls. Effectively able to meet set deadlines and process information through well-honed research skills.

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

[Optum, UnitedHealth Group](#) | 2022-2024

- Maintained confidential patient, employee and company information in compliance with company policies and regulatory requirements
- Verified patient insurance coverage and benefits for medical claims.

### SALES REPRESENTATIVE

[Sellpro Solutions](#) | 2021-2022

- Completed daily cold calling and outreach to build sales pipeline.
- Achieved daily call quotas by diligently managing time and prioritizing tasks for maximum efficiency.
- Offer upgrade of service

[Startpoint Solutions](#) | 2020-2021

- Answered customer questions about products and promoted key items.
- Exceeded sales targets through effective planning and goal setting.

## EDUCATION HISTORY

### Tertiary

[Cebu Technological University](#)

- Bachelor of Special Needs Education 2020-2021

### Secondary

[Luray II National HighSchool](#)

- 2013-2020