



HAIDEE V. BERNARDIO

CUSTOMER SERVICE
VIRTUAL ASSISTANT

PERSONAL PROFILE

Determined, optimistic and responsible Customer Service / Virtual Assistant. Skilled at multitasking and maintaining a strong attention to detail. Confident, patient and resourceful in providing solutions for customers to the extent of the abilities.

ACCOMPLISHMENTS

- Accomplished 30+ tasks including the verification of benefits through phone calls and Insurance portal
- Top 1 Agent in Cebu Humana Account (2015)
- Top 2 Agent in Humana Account - Nationwide (2015)
- Top Agent for Customer Satisfaction Survey

CONTACT INFO

**Block 6, Lot 13, Henaville
Subdivision, Compostela,
Cebu, 6003**

haidee_villadher@yahoo.com

(032) 255-8189

(+63) 942-570-8079 / (63) 999-131-7305

Skype: haidee.villadher

CORE SKILLS

- Customer Service / Virtual Assistant
- Data Entry
- Ability to plan and strategize
- Ability to work under pressure and multi-task
- Time and Self-Management
- Has strong social media Experience (e.g., facebook, twitter, Instagram)
- Microsoft Applications like Word, Excel, and Powerpoint
- Ability to follow instructions and deliver quality results
- Insurance software like Brightree

WORK EXPERIENCE

Virtual Assistant for Benefit Verification and Authorization Processing

Apnix Sleep Diagnostics, June 2018 - Present

- Assists in verifying benefits through phone calls and US insurance portal
- Processes authorization for sleep study and DME
- Sends update to my Mentor through email
- Update the brightree tool based on the information gathered.

Customer Care Assistant / Floor Support

Conduent (Humana Account), Nov 2014 - Sept 2017

- Responds appropriately to phone inquiries and complaints regarding benefits and claims to our customers.
- Gathers information, researches/resolves inquiries and log customer calls
- Assists new agent to answer the client's inquiry
- Helps to equip new agent's ability to answer customer's questions before they will be endorsed to production.

EDUCATION BACKGROUND

University of San Carlos

Bachelor of Arts in Economics-Business, 2011

- Graduate

- President, USC Economics Org., 2010-2011

- Public Relations Officer, Arts Student Council, 2010-2011