

JOANA M. ROMERO

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Dubai,UAE

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PROFESSIONAL SUMMARY

Diligent and versatile professional with over 5 years of experience as a Billing Analyst and Customer Services Sales Associate 4 years, Billing department specializing Finance Process Strategy & Execution, Utilities Retail & Customer Service proficient in managing American accounts and ensuring meticulous validation of documents for accurate billing process through end-to-end process. Skilled in optimizing workflow efficiency, fostering effective communication channels, and delivering strategic insights to drive organizational success. Ready to contribute analytical skills, attention to details, and dedication to excellence to elevate operational performance.

WORK EXPERIENCES:

MIRAMED PHILIPPINES GROUP LLC: Billings - November 29,2021- June 30,2024 (Data analyst - Non-voice) HEALTHCARE INTERNATIONAL ACCOUNT

- Reviewing the customer details and corrected the data information
- Submitting UB04 form to Insurance.
- Verifies the correct processed according to guidelines
- Excellent in computer applications like CITRIX created tools and DOS
- Doing reporting task for daily basis and Microsoft word office, excel file
- Medical billings

CUSTOMER SERVICE REPRESENTATIVE: HINDUJA GLOBAL SOLUTION April 2019 to May 2021 Data Analyst – Billings. HEALTHCARE INTERNATIONAL ACCOUNT

- Answering an inbound calls in a friendly and courteous manner
- Providing information on additional Insurance services
- Following the conversational script provided by Hinduja
- Discussing Billings or overpayments with the customer and offering possible solutions
- Escalating customer calls to my supervisor, if needed
- Excellent in computer applications like CITRIX-created tools and DOS,CRM,SAP
- Doing reporting tasks on a daily basis and Microsoft word office,excel file
- Generating Corrected invoices doing a Calculations Billings.
- Generating an overpayments or amount that requested of customer using DOS,
- Verifies invoices and processes various jobs and files to ensure the correct payments are processed according to guidelines.
- Written Correspondence, reviewing of emails or Questions from customer and response doing via letter (valid or Invalid letter)
- Medical billings

SALES EXECUTIVE: LAMODA SUNGLASSES (Member of Puregold Group) March 2013 to February 2017, DUBAI, UAE

- Providing customer service handling different luxurious sunglasses such as Gucci, Chopard, Bvlgari, Rayban, Montblanc, Dior and many more.
- Assisting inquiry about damaged products and issuing repair forms and making sure that the product will be done and making the convenient service as early as possible.

- Issuing invoice to the customer.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Achieving monthly given quota.
- Watch for and recognize security risks and thefts and know how to prevent or handle situations.

EDUCATIONAL ATTAINMENT:

- College: Bachelor of Business Administration major in Management, Palawan State University, Puerto Princesa City, Palawan.
Year Graduated 2004-2009.

- Secondary Education:
Palawan National High School, Puerto Princesa City,
Year Graduated 2000-2004

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

JOANA M. ROMERO

Applicant