

Work Experience:

As DATA ENTRY SPECIALIST at

**SUPPORT NINJA PH under CBR BUSINESS way back SEPTEMBER 2025-
JANUARY 2026**

-I accurately copy and transfer patient, provider, and claim information from Google Sheets, Excel, or source documents into healthcare systems such as ClaimShuttle.

Enter, update, and verify medical claims data including patient demographics, CPT/ICD codes, dates of service, provider details, and billing information.

Ensure data accuracy, completeness, and compliance with HIPAA and healthcare data privacy standards.

Review and validate entered data to identify and correct errors, discrepancies, or missing information.

Maintain organized digital records and ensure timely submission of claims data according to workflow deadlines.

Cross-check data against supporting documents such as EOBs, medical records, or billing forms.

Follow standard operating procedures (SOPs) and client-specific guidelines for claims processing.

Handle repetitive tasks efficiently while maintaining high accuracy and attention to detail.

Meet daily productivity and accuracy targets in a fast-paced healthcare environment.

Use basic troubleshooting skills to resolve system or data entry issues.

Maintain confidentiality of sensitive patient and healthcare information at all times.

As CHAT SUPPORT

**At FOUNDEVER under SONOS ACCOUNT way back MAY 2023 - SEPTEMBER
2024**

- I listen, diagnose, and resolve's customer's technical issues with their Sonos (U.S. brand speakers) units and guide users through step-by-step solutions by following the right troubleshooting steps based on our workaround.
- Basic networking troubleshooting including router configuration setups, network wiring, and remote session assistance. Ensuring correct setup and configuration of networks and Sonos systems.
- Politely addressed any customer's complaints.
- Escalate customer concerns.

**As PROCESS ANALYST at
INCENTER SOLUTIONS way back SEPT 2020 - DEC 2022**

- I Maintain the accuracy of information of the borrower to the system and to the actual form itself.
- Manage emails for updates regarding the process and provide emails for clients.
- Reviewing lender's title insurance, and policies, and generating an amount of premiums to the system.
- Requirements to meet specific target statistics for service level agreement. Responsible for organizing loan documents of the borrower and auditing some processes.

**As INFORMATION SECURITY OFFICER at
PHILIPPINE NATIONAL BANK way back APR 2018 - DEC 2019**

- I am responsible in Monitoring and reviewing of BISO (Business Information Security Officer) checklist of every branch and Head Office Unit. -Assist managers in preparation for the information security awareness seminar including handling examination papers, information security certificates, and nametags.
- Provide monthly reports/graphs in line with information security using MS Excel, PowerPoint, and Word.

- Analyzes and monitors the following within scope of organizational audit requirements, findings and resolutions; and compliance to policies and standards.
- Analyzes and generates compliance metrics and identify opportunities for improvement.
- Assists in audit performance reporting to IT leadership and tracks associated action items.
- Liaises with internal and external auditors for AIO audit activities and deliverables.
- Coordinating with various departments to ensure regulatory compliance.