



# EUGENE ASUNCION

## CONTACT

📞 09109846417

✉ enegueasuncion07@gmail.com

🌐 <https://www.facebook.com/jean.asuncion.07/>

📍 209 Pinagsabugan St.  
Longos Malabon City

## EDUCATION

### Bachelor of Science in Information Technology

City of Malabon University  
2013-2017

### Secondary

Tañong National High School  
2010-2013

### Primary

Longos Elementary School  
2003-2010

## SKILLS

Customer service

Word, Excel, PPT

Admin Tasks

Troubleshooting

Email Platforms

Other softwares

## WORK EXPERIENCE

### DATA ENTRY SPECIALIST

Quezon City, PH

#### SUPPORTNINJA PH- CBR BUSINESS | SEPTEMBER 2025-JANUARY 2026

- 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.

### CHAT SUPPORT

Makati City, PH

#### FOUNDEVER- SONOS ACCOUNT | MAY 2023 - SEPTEMBER 2024

- 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 concern.

### PROCESS ANALYST

Pasig City, PH

#### INCENTER SOLUTIONS | SEPT 2020 - DEC 2022

- 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.

### INFORMATION SECURITY OFFICER

Pasay City, PH

#### PHILIPPINE NATIONAL BANK | APR 2018 - DEC 2019

- 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.

## REFERENCES

### Redelyn Masibag

First Source Solution / Associate

Phone: +639615505387

Email: cmu.redelyn.masibag@gmail.com

### Blessie Anne Baltazar

Willis Towers Watson/Client Specialist

Phone: +63955069817

Email: mercadoblessieanne@gmail.com