



CATHLEEN JOYCE CAPERAL

SIX SIGMA GREENBELT
CERTIFIED

PERSONAL PROFILE

Thirteen (13) years of experience in the industry allowed me to set a successful track record in overseeing the company's finances and other key business initiatives including but not limited to ensuring and retaining high performance teams by hiring, developing, and motivating skilled professionals. I'm currently eyeing positions that would empower me to take on new challenges, bringing with me the same passion and commitment in growing bottom line revenues and projects yet still providing the highest level of quality service.

BACKGROUND

Date of Birth: May 15, 1984
Sex: Female
Civil Status: Single
Citizenship: Filipino
Age: 36
Language: English and Filipino

CONTACT INFO

Address: Kalayaan Suites, Kalayaan Ave, Brgy. Pinyahan, Quezon City
Email: cathleenjoyce.caperal@gma
Mobile No.: +63 966 940 3060

WORK EXPERIENCE

OPTUM GLOBAL SOLUTIONS PHILIPPINES, INC.

Deputy Manager | Patient Financial Services Operations Dept - Dignity Health

February 2020 to present

- Achieve Program and Team Goals Daily, Weekly and Monthly
- Coach, Mentor and Develop Supervisors, SMEs and Agents
- Ensures we meet day to day KPIs and drives compliance
- Drive results through people management and monitoring
- An aptitude to handle change in a fast paced environment
- Take ownership of timelines and do the appropriate follow ups
- Lead by example in all aspects of the business
- Analyzes daily reports on performance and delivers actions to bridge gaps
- Communicate with all support groups to ensure team's success
- Driving Innovation, process improvement and Projects
- Manages deliverables and ensure they are accomplished on time

OPTUM GLOBAL SOLUTIONS PHILIPPINES, INC.

Assistant Manager | Patient Financial Services Operations Dept - Dignity Health

March 2015 to February 2020

- Manages the day-in day-out transactions of the team relative to resolving payment delinquency that affects the TAT of AR.
- Provides and monitors work queues of the team in accordance to the existing policies and procedures.
- Monitors outstanding balances and take appropriate actions to ensure that claims are worked correctly to reduce the accounts receivable cycle.
- Coordinates with the leadership team in a daily basis to make sure that all policies related to the project are followed and applied.

Represents the O360 Hospital Insurance Services OGS Manila in the Knowledge Management (Policies and Procedures for Dignity Health Process) commencement in Phoenix, AZ USA.

ATHENA HEALTH DELL INTERNATIONAL SERVICES PHILS, INC.

HC & Insurance Ops Supervisor

September 2012 to September 2014

- Directs and manages internal team's day to day interactions with client.
- Guide internal teams to utilize thought leadership strategically based on business strategies.
- Lead project execution across client and internal teams.
- Develop precise business objectives interacting with clients and internal teams.
- Monitoring the account's progress on account action plans, and communicating the results to higher management as needed.



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ASSISTANT MANAGER,
SIX SIGMA GREENBELT
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AWARDS AND RECOGNITIONS

Optum Global Solutions Philippines, Inc

Supervisor of the Year 2017
Vital Signs Champion 2017
(Employee and Client Performance
Survey)

Dell Int'l Services Phils. Inc.

Manager of the Year 2012
Bronze Service Awardee Q3 2013
Ontrac Star Certification Program
for Managers - 4 Stars
Dell Champion Award 2014

DELL INTERNATIONAL SERVICES PHILS, INC. *HC & Insurance Ops Team Lead*

September 2007 to September 2012

- Guided the team with the company's vision and the objectives of all projects
- Created an environment-oriented means of open communications, creative thinking, cohesive team efforts and workplace trust.
- Led team in achieving daily targets in terms of production, quality ,and attendance.
- Familiarized the team with the customer needs, specifications, design targets & standards, development process, techniques and tools to support their task performance.
- Worked with functional managers on team activities towards achieving program plan and schedule.
- Kept the Account Manager/ Client Manager informed of task accomplishments, issues and statuses.
- Provided guidance to the team based on management direction.

SEMINARS & CERTIFICATION COURSES

SIX SIGMA GREENBELT CERTIFIED

Project: Productivity Improvement Rally to 50
March 2015 to present

ONTRAC

Fundamental Development Program
July 2013 - 4 STARS CERTIFIED

HIPAA CERTIFIED

2007-2013

MANAGER ALPHA

OPTUM Phase 1-6
2016-2019

ACADEMIC HISTORY

ST. PAUL COLLEGE UNIVERSITY OF QUEZON CITY

**Bachelor of Science in Commerce| Major in
Information Technology**

2001 - 2005

**Leadership Service Award (Plaque of Appreciation)
Information Technology Society**

President (2003-2004)

Auditor (2002-2003)

Junior Philippine Computer Society

Member

WORK REFERENCES

Buddy Labuga

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Mariamne Pilapil

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