



SHELLA M. BALDERAS

EXPERIENCE WORK GENPACT LLC. (2021-2022)

PROCESS ASSOCIATE

- one of the main contacts of clients in providing them support on maximizing the use of the product (insurance)

OPTUM GLOBAL SOLUTIONS (2019-2020)

PATIENT CARE COORDINATE

- Assist members of insurance companies in preparing and shipping their medications, also includes processing claims through pharmacy benefit bills.

TELEPERFORMANCE (2018) CUSTOMER SERVICES REP

- Assist customers with booking and making hotel, flight and even car reservations.

ABOUT ME

I studied Tourism Management at the University of Mindanao. I took up a Bachelor of Science in Tourism Management where I've become equipped with the necessary knowledge. My active involvement in many, different scopes in a BPO setup that comes with providing quality services to customers has done so well in developing my communication and leadership skills, which are vital in finding success in the corporate world.

EDUCATION

Hagonoy National High School

2010-2014

University of Mindanao

2014-2017

CONTACT

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Hagonoy
Davao del Sur 8006

LANGUAGES

English

Filipino

SKILLS

Communication

Skills

Computer proficiency

Time Management