



# Blessella Grace Baterna

I have extensive experience in customer service, technical support and health care services through IT/BPO set up with quality assurance experience ensuring to deliver excellent customer service satisfaction. I am an enthusiastic person with superior skills in working with a team or individually.

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## Get in touch!

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Homes, Brgy, Sto. Domingo,  
Cainta, Rizal

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## Skills:

- Customer Serve
- Technical Support
- Quality Assurance
- Social Media Marketing, FB Adds
- SEO
- Content Creation
- Lead Generation
- Web Designing

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## Work Experience:

### CSR - Provider Services

**Carelon Health Technologies | January 2022 - January 2023**

- Responsible for taking inbound calls to assist medical providers, health secretary, insurance companies and members in inquiring about their insurance claims and policies. Processes escalations and immediate action for cases that needs urgent attention.

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### Quality Assurance Analyst

**GICF Inc. | February 2020 - August 2021**

- Responsible for assessing the quality of the performance of our call center associates who deal with our existing and potential customer. Monitors inbound and outbound call and emails responses to assess associates demeanor, technical accuracy, customer service performance, and conformity to company policies and procedures.

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### Chat Support/Escalation tier 2

**GICF Inc. | April 2019 - February 2020**

- Resolve customer complaints via phone, email, mail, or social media.
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Responsible for up-selling new services and additional system add ons

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### Patient Care Coordinator

**Exact Star Subic Bay Corporation | October 2018 to January 2019**

- Ensures that patients get the best care possible. Listens to patients and their families to ensure needs are being addressed, educate patients on medical procedures or conditions, keep patient records up to date, and act as a liaison between the patient and healthcare personnel by keeping the lines of communication flowing.

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### Customer Service Representative

**Concentrix Daskh | May 2017 - November 2017**

- Help make every interaction with listeners and creators count, and to amplify their voices across the business.

## Academic History

### STI College Ortigas - Cainta

Diploma in Information  
Technology

June 2008 – November 2010

- Silver Medalist, Tagisan ng Talino
- Champion, Choral Declamation Contest
- Youth National Convention Participant
- IT Intern at Marithe Francois Girbaud and The Body Shop

### Juan Sumulong Memorial Junior College

June 2004 – March 2008

- President, Christian Living and English Class
- Top 10 - Classroom Grading
- 3rd Place - Oral Declamation Contest
- Member, The Debate Society

## Additional Work Experience:

### Service Desk Analyst

Atos Information Systems | February 2016 to September 2016

- Assisted employees in changing their logon passwords and computer related concerns

### IT Application Support Analyst

Merlin/Trancosmos | July 2015 – November 2015

- Helped in maintaining the integrity of the company's HR related database.

### IT Service Desk Analyst II

Ingram Micro| August 2014 – June 2015

- Troubleshooting and assisting B2B clients with their VPS, VPN and software related concerns including office 365 applications.
- Up sell new .add ons and new applications softwares

### Technical Support Representative

Convergys | October 2012 - October 2013

- Answer phone calls and helped troubleshoot internet problems in a very efficient and timely manner.
- Offer speed upgrades and bundles to current customers and new customers.

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## Qualifications:

- Ability to work independently to complete assigned task in a timely manner
- Can type at least 35 words per minute
- Creative problem solving skills and decision making abilities
- Driven and self motivated and can do multi tasking work

## Trainings/Seminar

### General Virtual Assistant

Batch 44, by Coach Kim Turaray

VA Training PH

February 24, 2023

### Virtual Assistant & Social Media Marketing

Batch 92, by coach Julz Zuniega

Virtual Assistant Training Philippines

January 30, 2022

### Communications 101

By Edukasyon PH x Creamsilk

February 10, 2021

### #Relationself Goals: A Talk on Self Worth, Love and Care

by Prof. Lorelei Vinluan

University of the Philippines Diliman

College of Education

March 14, 2020