

## Dalimit, Ma. Queen Elizabeth Santillan

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A focused and detail-oriented person with years of BPO experience in providing quality works and support. Seeking career advancement and grow with the Organization. Ready to contribute to achieving the Organization's goals and needs.

### **Professional Experience:**

#### **OPTUM Global Solutions: Management Trainee – (April 2023 to present)**

- Demonstrate understanding of internal/external factors that may drive client/partner questions/issues (e.g., Cycle time, efficiency, Quality)
- Proactively contact external resources as needed to address client /partner questions/issues
- Communicate common problems/questions presented by reviewers/client to appropriate Subjects Matter Experts, to drive continuous improvement
- Presides meetings and discussion to facilitate the completion of group goals
- Provide coaching/mentoring to team members
- Implement disciplinary actions in accordance with the Company rules and regulations
- Ensure compliance with applicable legal/regulatory requirements

#### **OPTUM Global Solutions: Assistant Manager Apprentice – (August 2022 to April 2023)**

- Presides meetings and discussion to facilitate the completion of group goals
- Provide training/mentoring to team members
- Implement disciplinary actions in accordance with the Company rules and regulations
- Ensure compliance with applicable legal/regulatory requirements

#### **OPTUM Global Solutions: Enrollment/Eligibility Representative – (February 2019 to April 2023)**

- Responsible for preparing, processing, and maintaining new member or group enrollments.
- Responsible in loading new member or group data into the enrollment database & update the database with changes.
- Responsible in responding to member eligibility or group questions & verify enrollment status.
- May work with various types of member correspondence.
- Responsible for reconciling eligibility discrepancies, analyzing transactional data & submitting retroactive eligibility changes.

**OPTUM Global Solutions: Customer Experience Apprentice** – (July 2019–January 2020)

- Conducts Audit for New Business Review process
- Identify and track errors identified during the transactional quality review process
- Provides Coaching/feedback opportunities observed
- Perform data mining and collaborate with Account Manager for resolution
- Assist in the resolution and response to issues and questions from the Account Manager that may surface upon review of quality results and identified errors
- Facilitate Quality Calibration with Operations
- Reports Calibration results - Attendance, Accuracy and Variance

**OPTUM Global Solutions: SAM Post-Install Review Representative** – (August 2018–February 2019)

- Responsible for reconciling eligibility discrepancies, analyzing transactional data & submitting retroactive eligibility changes.

**SPi Global: Team Leader** – LexisNexis United Kingdom (February 2015–April 2018)

- Monitors works activities of the team to ensure all Company's productivity and accuracy standards and schedule are met
- Presides meetings and discussion to facilitate the completion of group goals
- Advises subordinates and/or other sections for work-related queries or concerns
- Implement disciplinary actions in accordance with the Company rules and regulations

**SPi Global: Senior Content Editor** – LexisNexis United Kingdom Online Source Management (August 2013–February 2015)

- Assist co-teammates in ensuring products were delivered with good quality
- Allocate and monitor jobs
- Deliver weekly report to the client

**SPi Global: Content Editor**- LexisNexis United Kingdom Online Source Management (June 2011–August 2013)

- Responsible in loading the source into the LexisNexis platforms.
- Responsible in checking the content and functionality of what have been loaded in the platforms in accordance with Quality standard of the client.
- Responsible in highlighting quality issues to LexisNexis UK editors when necessary.

**Skills:**

- Flexible, can effectively prioritize and cope-up to multiple projects
- Exerts best effort in completing the assigned tasks
- Highly motivated to takes initiative with minimal supervision
- Highly adaptable, eager to meet challenges and quickly adapt to new concepts and ideas
- Knowledgeable in Microsoft Office (Word, Excel, PowerPoint and Outlook)

**Achievements:**

- SPi Global: Top Performer from 1st Quarter to 4th Quarter of 2012
- SPi Global: 2012 Outstanding Performer
- SPi Global: Top Performer from 1st Quarter to 4th Quarter of 2013
- SPi Global: Top Performer 1st Quarter of 2014
- OPTUM Global Solutions: Top Performer – October 2018 to February 2019
- OPTUM Global Solutions: Customer Experience Exceed Awardee – October 2019
- OPTUM Global Solutions: Top Performer – April 2020
- OPTUM Global Solutions: Top Performer – May 2020
- OPTUM Global Solutions: Culture Awardee – July 2021
- OPTUM Global Solutions: Culture Awardee – September 2021
- OPTUM Global Solutions: Top Performer – January 2022
- OPTUM Global Solutions: Top Performer Assistant Manager Apprentice – October 2022
- OPTUM Global Solutions: Top Performer Assistant Manager Apprentice – November 2022
- OPTUM Global Solutions: Top Performer Assistant Manager Apprentice – January 2023

**Education:**

Adamson University

Bachelor of Science in Computer Science (2007–2011)

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