

JOHN LOUIE M. AGENA

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PROFESSIONAL SUMMARY:

A dependable and dedicated professional with a multifaceted background in Quality Assurance, Claims Processing, Supply Chain Management, and Verification, I am a versatile professional ready to make a meaningful impact within your organization. My expertise encompasses meticulous quality control, efficient claims management, streamlined supply chain operations, and precise data verification. I am excited to bring my comprehensive skill set and adaptability to a dynamic role where I can contribute to process improvement, quality enhancement, and overall operational excellence. My track record of success in various functions makes me a valuable asset ready to tackle new challenges and drive positive outcomes for your team.

SKILLS AND ABILITIES

- Attention to Detail
- Time Management
- Communication Skills
- Quality Control
- Claims Procedures
- Organizational Skills
- Precision
- Teamwork
- Record Keeping
- Inventory Management
- Flexibility
- Multitasking
- Adaptability
- Customer Service
- Regulations Compliance

EXPERIENCE:

Medicaid Philippines Inc. | Philippines

2015-Present

Position: Quality Associate

- Collected customer feedback and performed audits on the performance system to investigate any issues.
- Carefully analyzed the audit results to pinpoint the root causes and provided recommendations to the department head.
- Responsible for creating reports that summarized the findings and recommendations for department heads.
- Played a key role in monitoring the implementation of action plans for their effectiveness.
- Managed the reception and documentation of customer complaints through specific forms, working to deliver solutions and take necessary actions in response.

Medicare Plus | Philippines

2015

Position: Claims Assistant

- Managed customer and client claims.
- Verified the accuracy and currency of all information.
- Processed claims promptly and efficiently.
- Assisted in resolving claims efficiently.
- Maintained claim records and documentation.
- Coordinated with the relevant departments to address and resolve claims.

Active One Health | Philippines

2014

Position: Supply Chain Management Associate

- Verified inventory quantities.
- Transported orders to the manufacturing facility.
- Guaranteed the attainment of delivery and sales targets.
- Coordinated procurement and order fulfillment.
- Collaborated with suppliers to ensure on-time deliveries.
- Oversaw distribution and logistics operations.

Intellicare Asalus Corporation | Location

2013-2014

Position: Claims Verifier

- Verified member information for accuracy.
- Enhanced company products and processes to meet quality standards.
- Examined claim details for accuracy.
- Ensured efficient and accurate claim processing.
- Maintained comprehensive claim records.

CERTIFICATIONS:

- Quality Customer Service Certification
- Internal Auditor Training Course at Bureau Veritas

EDUCATION

Lyceum St. Cabrini College of Allied Medicine Inc. | Philippines

Graduated: 2010

Bachelor of Science in Nursing