



MARK CHRISTIAN BENTIJABA

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PROFESSIONAL SUMMARY

Ambitious Quality Analyst with a track record of dependability and leadership. Knowledgeable in QA methodology to ensure quality control. Proficient in data analysis and reporting.

SKILLS

- Good communication
- Service coordination
- Working under pressure
- Multitasking and time management
- Event planning
- Collaboration with others
- Attention to detail
- Scheduling
- Production Support

EXPERIENCE

Quality Analyst July 2022 - Current

Guild Solutions, Inc. | Taguig City, Philippines

- Applied regulatory compliance knowledge and quality expertise to implement process improvements and quality reviews.
- Reviewed emails, referrals, and underwriting portfolios for information, syntax, and language accuracy, as well as adherence to correct processes.
- Generated regular reports for business team leaders providing scores, and if required, insight.

Workers Compensation Administration Specialist January 2018 - July 2022

Guild Solutions, Inc. | Taguig City, Philippines

- Processed payments and claims lodgement for the National Workers Compensation claims portfolio.
- Ensured all relevant claims documentation is scanned onto ClaimsCenter and allocated to relevant WorkCover Case Managers.
- Provided general administrative support to the Team in all aspects of the claims process.
- Ensured accurate and timely collation and dissemination of relevant information relating to workers compensation claims.

Underwriting Assistant July 2015 - January 2018

Value Care Health Systems, Inc. | Pasig City, Philippines

- Processed application of company for insurance membership.
- Effectively evaluate the existence of adverse medical history and eligibility.
- Added, renewed, amended, people applying or currently member of the company insurance.
- Copied, logged and scanned supporting documentation and placed all information in client files.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
- Verified data integrity and accuracy.
- Opened and properly distributed incoming mail to promote quicker response to client inquiries.

Medical Transcriptionist September 2014 - July 2015

i-Biz Outsourcing, Inc. | Quezon City, Philippines

- Corrected grammar, spelling and syntax mistakes.

- Attentively listened to recorded materials, transcribing it verbatim.
- Demonstrated excellent skills to understand diverse accents and dialects.
- Edited drafts created from speech recognition software.
- Determined information to be included in reports.
- Transcribed and edited physician reports from dictation.

EDUCATION

Bachelor of Science in Nursing
Arellano University, Pasig City, Philippines

April 2014

ACCOMPLISHMENTS AND AWARDS

- President's Award 2021 - Outperformed rating in the scorecard for the whole year.
- Spearheaded Project Clarity with collaboration to 4 other members to develop attendance monitoring spreadsheets.
- Collaborated with team of 5 in the development of Project Clarity.
- Designed assessment tool using MS Excel and MS Forms for managers from various departments to accurately gauge subordinates' performance.
- Created an app using PowerApps to help Department heads in assigning immediate and succeeding replacement to their positions.
- Created an app using MS Forms to help administrative officers in determining the correct pharmacy code for payments.