

# Gilbert Truilen

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## Objective

Poised for a Customer Service position, aiming to start a new career. Proactive and committed professional, with more than 5 years of combined experience in Customer Service, billing and healthcare. Seeking to apply my detail-oriented talents and adaptable personality to fulfill the company's need.

- Recognized as an expert problem solver and providing concierge customer service level.
  - Well-developed multi-tasking and management skills
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## Experience

### **Outsourcesg.com (Property Specialist Singapore)**

July 2014– September 2015

Executive Assistance || Sales Coordinator

- Answers incoming phone calls and convert it to appointments
  - Generating leads and make outbounds calls
  - SMS, call and email marketing to possible buyers.
- Prioritize which appointments take priority over others to maximize revenue.
- Leads Generation and make outbound calls to potential buyers and sellers.
- Develop and distribute reports of each day's appointments.
- Complete required call sheets at the end of each day
- \*\* Awarded as Top seller year 2014
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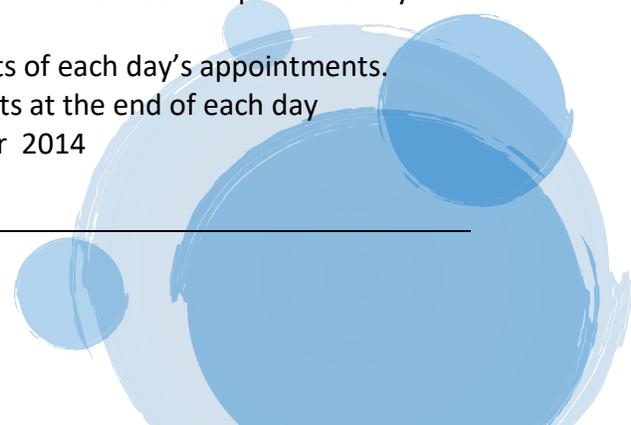
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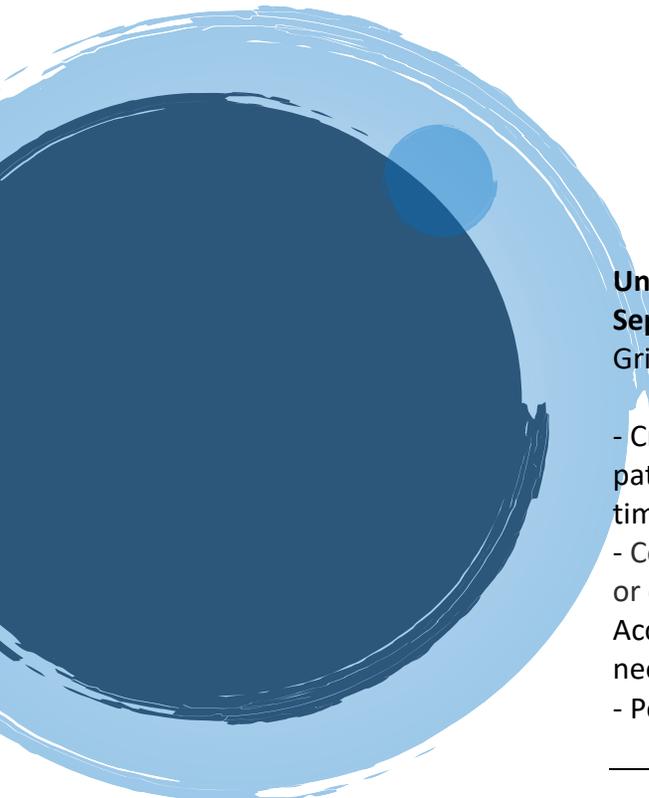


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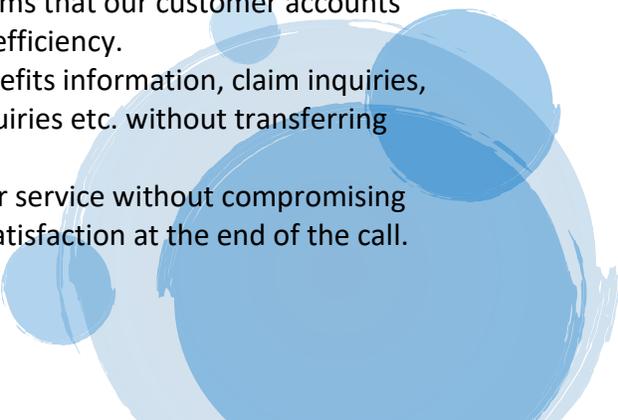
**United Healthcare**  
**September 2016 – November 2017**  
Grievance Coordinator

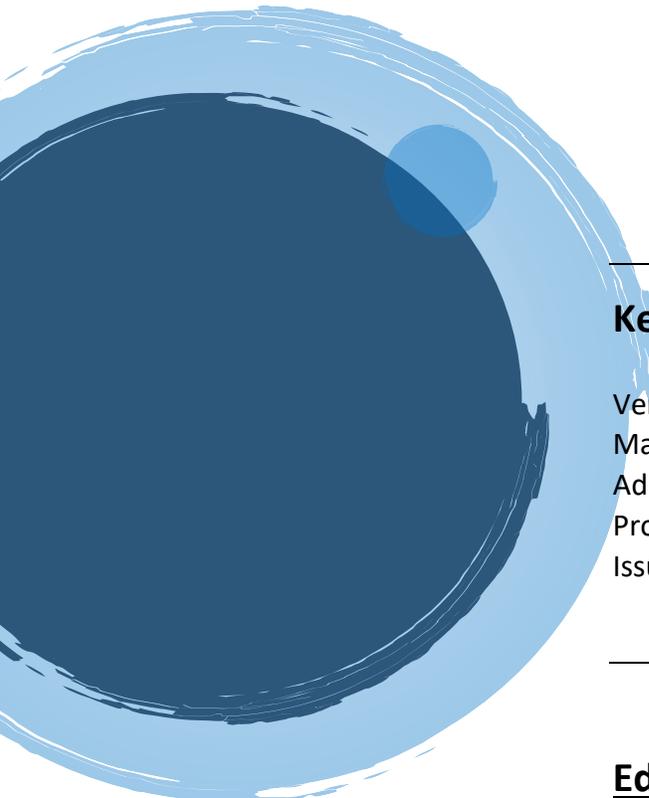
- Create and mail acknowledgment and determination letters to patient and providers in a manner that meets required timeframes and resolve the issue.
  - Contact patients and providers to seek additional information or clarification regarding the issue.
  - Accurately enter data from medical claims into system, as needed.
  - Perform other related duties as required or assigned.
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**Author Solutions Phil. Inc.**  
**November 2017 – May 2018**  
Customer Service || Retention and collection specialist

- Managed inbound and outbound calls
  - Deal with customer issues, take notes, and ask follow-up questions to understand how to respond with the issue.
  - Creating and proposing solutions, such as providing incentives or lowering prices to satisfy customers to avoid cancelling subscription.
  - managing e-mail, customer relations and short message service (SMS) programs.
  - Managed Billing, refund inquiries and do collection tasks.
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**Cognizant Philippines Solutions inc.**  
**May 2018 – Present**  
Senior Process Executive || Concierge Customer Service Representative

- Resolve any emerging problems that our customer accounts might face with accuracy and efficiency.
  - Assisting customers with benefits information, claim inquiries, billing including pharmacy inquiries etc. without transferring them to another department.
  - Providing concierge customer service without compromising quality and to get customer satisfaction at the end of the call.
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## **Key Skills**

Verbal and written communication • Active listening • Time Management • Booking and Reservation • Interpersonal Skills • Administrative and office Support • Stress Management • Problem-Solving • Empathy • Adaptability • Conflict Resolution • Issue and Complaint Resolutions • System Documentation

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## **Education**

**Visayas Christian Institute of Technology**  
**Abuyog Leyte, Philippines**  
**Associate in Information Technology**

- TESDA NC111 Passer
  - Public Speaker SY: 2012-2013
  - Recognized as the most Effective Assistant Trainer 2012-2013
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## **References**

**Precila Joy O. Apolinario**  
Product Trainer  
09324474140

**April Mae Sanchez**  
Immediate Supervisor  
09323122895

