



# JASPER WILLIAM REYES

## OBJECTIVE

Responsible and Hardworking individual. Eager to learn and ready to work hard to attain customer satisfaction through the utilization of my warm and accommodating service skills.

## EXPERIENCE

### ACCENTURE PHILIPPINES

**Client: Cigna**

**Robinsons Cybergate I Mandaluyong City, Philippines**

**Data Analyst - Health Operations New Associate**

**January 10, 2020 - Present**

- Processed second-touched/prepay claims, including T2 Medical HCFA, Hospital Claims, T3 High Dollar UB claims, and HCCU UB claims.
- Coordinated Medicare, Other Insurance, and Medicaid, ensuring accurate processing by investigating, reviewing, and analyzing step-by-step processes in Knowledge Exchange tools based on specific edits.
- Provided timely and accurate claims adjudication, addressing aspects like correct billing provider, resolving claim checks, accurate allowable, copays, deductibles, coinsurance, and to-pay amounts.
- Took responsibility for workload allocation to team members, ensuring efficient task management.

### Nook Cafe

**Barista**

**April - November 2019**

- Sanitized coffee equipment multiple times during each shift. consistently maintained store cleanliness
- Prepare and serve customer food orders, ensure that all items on display are handled according to food safety regulations
- Took customer orders and entered them into the point-of-sale system.
- Kept the coffee shop, line, and backroom clean and tidy at all times.

## EDUCATION

2016-2019

**Bachelor of Science in Tourism  
Management**

STI College - Cubao

2015-2016

**Bachelor of Science in HRA**

Lyceum of Philippines University

## REFERENCES

**Carl Angelo Castillo**

Customer Service Advisor  
09164329743

**Perlie Jane Ramos**

Web Advisor  
09063744926

## CONTACT ME



### Address

#27 Magilw St. Brgy. Pinyahan  
Quezon City 1100, Philippines



### Phone

09959635932



### Email

jasperwilliamreyes@gmail.com

## QUALIFICATIONS

- Knowledge In Microsoft Word And Excel
- Problem Solving
- Adaptability
- Collaboration
- Strong Work Ethic
- Time Management
- Critical Thinking
- Handling Pressure

## PERSONAL INFO

Date of birth: October 02, 1997

Gender: Male

Nationality: Filipino

Civil status: Single

## SKILLS

- Ability to handle multiple priorities
- Proven record of reliability and responsibility
- Quick Learner and willing to learn
- Possess special sensitivity to meeting diverse needs in varied situations
- Relate well to people from a variety of cultures

**#27 Magiliw St. Brgy. Pinyahan  
Quezon City 1100, Philippines  
09959635932  
jasperwilliamreyes@gmail.com**

Dear Ma'am / Sir,

I am writing to express my interest in the open position, with a diverse background in Data Analysis and Customer Service, coupled with my academic achievements in Bachelor of Science in Tourism Management and Bachelor of Science in HRA, I am confident in my ability to contribute positively to your team.

As a Data Analyst, I have gained invaluable experience in processing, analyzing, and interpreting complex datasets to derive actionable insights. My role involved handling second-touched/prepay claims, coordinating with various stakeholders such as Medicare, Other Insurance, and Medicaid, and ensuring accurate and timely processing of claims. My attention to detail and analytical skills have allowed me to successfully navigate intricate processes, resolve discrepancies, and meet or exceed established targets.

Additionally, my experience as a Barista has honed my interpersonal and communication skills. Serving diverse clientele in a fast-paced environment has equipped me with the ability to adapt to dynamic situations, provide exceptional customer service, and work effectively in a team.

Moreover, my academic background in Tourism Management and HRA reflects my commitment to learning and adapting to different industries. This diverse skill set, coupled with my analytical mindset, positions me as a versatile candidate ready to contribute to the unique challenges and opportunities at your company.

I am excited about the prospect of joining your team and contributing to the continued success of the company. Thank you for considering my application. I am eager to discuss how my skills and experiences align with your needs in more detail.

Sincerely,

**Jasper William Reyes**