



LOURDES LIEZL L. RIGOR

- 196 Alumnos, Basak San Nicolas, Cebu City, 6000, Cebu, Philippines
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PERSONAL INFORMATION

- Age: 34
- Civil Status: Married

EDUCATION

Bachelor of Science in
Business Administration
Major in Operations Management

University of San Carlos
P. del Rosario Street
Cebu City, 6000
Philippines

2005 – 2009

SKILLS & COMPETENCIES

- Attention to detail
- Customer focus
- Problem solving
- Team oriented
- Organized
- Can-do attitude
- Quick learner

TECHNICAL SKILLS

- MS Tools
- Interaction Client Phone System
- Citrix
- Audanet
- C.Change

PROFESSIONAL WORKING EXPERIENCE

Claims Officer

Feb 2014 - Apr 2022

QBE GSSC

Cebu City, Philippines

Responsible for end to end claims management of claims. This includes making decisions on claim outcome, declining claims, customer interaction (inbound and outbound), supplier coordination, raising payments to suppliers and claim finalization. Also responsible for keeping portfolios compliant to SLAs measured.

Customer Service Specialist

May 2011 - Aug 2013

Convergys Philippines

(Anthem Blue Cross Blue Shield)

Cebu City, Philippines

- Confer with customers by telephone to provide information about the products or services, take orders or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Check to ensure that appropriate changes were made to resolve customer's problems.

eREP (Travel Specialist)

Nov 2009 - Aug 2010

Aegis PeopleSupport (Orbitz)

Cebu City, Philippines

- Serving agents, service ticket issuance, exchanges, changes and refunds.
- Handle flight reservation - existing booking-date change, refund, name corrections.
- Handling Customer queries and complaints in real time via phone. Chat and email.
- Meet SLA targets, lower response times, increasing productivity etc.

REFERENCES

Jenny Marie Jardin

Technical Claims Officer

QBE GSSC

Samar Loop Street,

Skyrise Bldg

Cebu Business Park,

Cebu City 6000

09164907466

Angeli Garcia

Asset Management Specialist

Lexmark Research

& Development Corp.

Lexmark Plaza 1, Samar Loop

Corner Panay Road,

Cebu Business Park, Cebu City, PH

09173207157

Ina Marie Reformina

Service Manager

QBE GSSC

Samar Loop Street,

Skyrise Bldg

Cebu Business Park,

Cebu City 6000

09177166000