

# MYLENE GONZALVO - FAJARDO

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## PROFESSIONAL SUMMARY

Detail-oriented and goal-oriented individual with proven personal and systematic skills in solving multiple different problems thru proper coordination, by being open to learning new things and the willingness to explore a wider field of profession that may best boost career growth and fulfillment.

## ACADEMIC BACKGROUND

**Bachelor of Science in Biology**  
**Bulacan State University**  
**June 2014 – June 2018**

## EMPLOYMENT HISTORY

**Reconciliation Analyst**  
**HSBC Electronic Data Processing**  
**11/2022 – Present**

- Reconciles accounts on a daily basis to ensure that transactions are recorded accurately and that aged items are being handled with urgency so as not to exceed established guidelines and SLA.
- Investigates breaks and discrepancies and coordinates to proper personnel or department in resolving account issues.
- Prepares reports that are being sent to the higher ups for their monitoring on a daily basis.
- Helps in streamlining possible potential projects.

**Field Customer Service Specialist**  
**Asalus Corporation – INTELLICARE**  
**04/2019 – 07/2022**

**As a Facility FCSS:**

- Acted as a frontline-personnel by facilitating various approvals of members availing outpatient consultations and procedures/surgeries; and by addressing different inquiries concerning their HMO card benefits. Onboarded and was assigned in major hospitals of the Philippines.
- Familiarization in medical terminologies and abbreviations to provide better assistance to clients.
- Referred members to available doctors/specialists and endorsed them to appropriate departments for proper handling of their medical concerns.
- Monitored and ensured that medical endorsements are strictly being handled on time.
- Assists VIP clients on their medical procedures if requested.

**As a Company FCSS:**

- Assigned in a specific corporate client wherein played a major role in retaining Intellicare as the client/company's HMO provider. Prevented loss of clients by providing quality service and assistance on every employee's concern.
- Monitored and handled cases such as reimbursements, profile/card corrections and card replacements, portal errors, card utilizations, enrollment status and more to ensure that the turn-around-time of transactions are strictly being implemented to avoid negative feedback and escalation.
- Consolidated weekly and monthly reports for submission of all the cases that has been handled.
- Endorsed members to liaison officers and other departments, if necessary, specifically in cases that were beyond the scope of outpatient concerns.
- Assisted members by calling facilities and confirming information such as doctors' and clinic schedules for accuracy prior to members' visit.

## SEMINARS ATTENDED

- **Microbiology in Action: Improving Lives Through Education, Research & Extension**  
Far Eastern University, City of Manila
- **Training on Mushroom Culture and Cultivation Technology**  
Bureau of Plant Industry, Malate, Manila

## TECHNICAL SKILLS

- Writing
- Microsoft 365 Suite (Word, Powerpoint, Outlook, Teams, SharePoint)
- Basic to moderate knowledge in Excel
- Social Media Platforms (Facebook, Instagram)
- Google Apps (Docs, Sheets, GMail, Chrome, Drive, Forms)
- Canva

## PERSONAL SKILLS

- Initiative and willingness
- Adaptability
- Compassionate
- Time management
- Teamwork
- Self-motivation
- Keen observation
- Communication
- Problem solving
- Customer service

## PERSONAL DETAILS

<b>Date of birth:</b>	23 November 1997
<b>Place of birth:</b>	San Miguel, Bulacan, Philippines
<b>Age:</b>	26
<b>Civil Status:</b>	Married
<b>Religion:</b>	Roman Catholic
<b>Languages spoken:</b>	English and Filipino