

# **Allyza Mae Malicdem**

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## **Professional Summary:**

Passionate about bringing better results by exceeding the expectations of the company. Dedicated and knowledgeable Customer Service professional with extensive experience in the finance, e-commerce, and retail industry. Effective in handling customer inquiries, demonstrating consistently strong work ethic, integrity in work, and executing financial responsibilities. Trained in support software and de-escalation techniques.

## **WORK EXPERIENCE:**

**Aster DM Healthcare**  
**Customer Service Representative**  
**Oct 2024 – Current**

### **Job Description:**

- Greet and assist patients with check-in/check-out procedures.
- Maintain and update patient records, ensuring compliance with confidentiality and data protection regulations.
- Assist patients in completing insurance forms, verifying coverage, and facilitating the payment process in a professional manner.
- Ensure that all data entry is accurate and timely, contributing to the overall efficiency of clinic operations.
- Respond promptly and accurately to patient inquiries via telephone, email, or in person regarding services, appointment scheduling, billing, insurance coverage, and other clinic-related matters.
- Work closely with medical professionals, including doctors, nurses, and technicians, to ensure seamless coordination of patient care.

**InsBoss USA Inc**  
**Insurance Virtual Assistant Specialist**  
**Sept. 2022 – Jan. 2023**

### **Job Description:**

- Determined client needs and financial situations by listening to and scheduling fact-finding appointments.
- Kept detailed records on individual insurance claims and incorporated them into detailed client files.
- Performed policy renewal and record retention.
- Contacted underwriter and submitted appropriate forms to obtain binder coverage.
- Utilized CRM software to manage client relationships.
- Data entry and record keeping
- Answered inbound calls from client and transferred to correct department.
- Sent email to clients and underwriters through outlook as a reminder, follow up and payment.

**Lotus Ticket USA LLC**

**Virtual Assistant**  
**April 2022 - July 2023**

**Job Description:**

- Monitored competitors' pricing activities to make effective decisions that would improve company revenue.
- Purchased and fulfilled ticket order for same day and future orders.
- Listed and replenished tickets displayed on Stub hub.
- Checked quantity of tickets left to avoid sold out venue.
- Managed and responded to team-leading volume of support tickets and chats submitted via email and through support portal. Monthly sales report to higher management.
- Arranged a meeting with US team for collaboration of new strategies with our inventory.
- Handled orders, invoices, and payments.

**Metropolitan Bank and Trust Company**  
**Customer Service Representative - Teller & NAC**  
**May 2019 – Feb. 2022**

**Job Description:**

- Learned about customer's financial needs, established trust, and sales opportunities resulting in quality customer service.
- Answered telephone inquiries on checking and savings accounts, loans, and lines of credit.
- Built and strengthened customer relationships by leveraging excellent interpersonal and communication skills.
- Increased branch revenue by 15% selling various investment products and new accounts.
- Collaborated with multidisciplinary teams to design and implement new application features.
- Participated in design and planning exercises for future software rollouts.
- Designed and developed application scripts for test scenarios.

**Skills:**

- Customer Service
- Upselling Products and Service
- Data Entry and Maintenance
- Strong Analytical and Problem-Solving Skills
- Efficient and Detail Oriented
- Understanding Customer Needs

**EDUCATION:**

**Bachelor of Science in Business Management Major in Business Administration**  
Far Eastern University - Manila Philippines  
Year 2014- 2018

**INTERNSHIP:**

**International Student Exchange - Administrative and Operation Department Trainee**  
Shelton College International - Telok Blangah Rise, Singapore Year 2018