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A highly motivated and results-driven professional with extensive experience in administrative support, IT support and customer service, with specialized expertise in healthcare insurance claims processing, claims denial management, benefits, authorization and appeals. Demonstrated success in the call center industry, creating detailed reports and leading training and coaching sessions to drive performance. Known for exceptional work ethic, punctuality, and consistently contributing to team success. Skilled at fostering a collaborative and productive work environment, while delivering results through effective leadership, attention to detail, and clear communication. Committed to providing high-quality support in fast-paced, client-focused, and compliance-driven environments.

PROFESSIONAL EXPERIENCES:

MAGELLAN SOLUTIONS (BPO CALL CENTER)

(FEBRUARY 2023 – FEBRUARY 2024)

PB Mezzanine Summit One Tower, 530 Shaw Blvd, Mandaluyong, 1552 Metro Manila

- Handle high volume incoming phone calls while adhering to the quality of standards, by accepting ownership for effectively solving customer issues, complaints, and inquiries, and by keeping customer satisfaction at the core of every decision and behavior.
- Guide callers through troubleshooting, navigating the company site or using the products or services.
- Communicate with providers to review and verify documents, ensuring all necessary details are accurate and complete.

TASKUS COMPANY

(FEBRUARY 2022 – NOVEMBER 2022)

Supima Square Bldg. 1, Meycauayan, Bulacan

- It was combined role of chat and outbound support for a food delivery app, where we assisted delivery personnel with app-related issues or challenges encountered while delivering food.

COLLECTIVE SOLUTIONS

(SEPTEMBER 2021 – JANUARY 2022)

41 Commonwealth Ave, Quezon City, 1127 Metro Manila

- Intake: Gather customer information, verify their whereabouts, and confirm roadside coverage.
- Dispatch: Collect details for the roadside request and coordinate with a provider to assist the customer.
- Follow-Up: Update the customer on the ticket status, make outbound calls to obtain the ETA, and track the service provider's location.

HINDUJA GLOBAL SOLUTIONS

(MAY 2019 – AUGUST 2021)

Bridgetowne Giga Tower, 80 E. Rodriguez Jr. Avenue, Brgy. Ugong Norte, Quezon City 1100 Metro Manila

- Pre-Service: Provide service-specific benefits, share authorization requirements and status, and educate callers on claim submission processes.
- Post-Service: Assist providers with claim status, denials, appeals, payment disputes, recoupment, and corrections for denied claims, while providing essential information and connecting calls to relevant teams.
- PEA (Support Role): Review low NPS-rated calls, offer feedback and training, follow up on dissatisfaction, present NPS trends, and update operations on scores and improvements.
- POC (Support Role): Track and review feedback, oversee critical forms and coaching logs, conduct claims research, ensure proper call handling, resolve issues with leads and clients, and provide daily updates to operations.

SKILLS:

- Excellent verbal and written communication
- Strong interpersonal and relationship-building skills
- Conflict resolution and de-escalation
- Active listening and empathy
- Multichannel support
- Product and service knowledge retention
- Call handling and high-volume support
- Quality assurance and compliance awareness
- Strong work ethic and dependability
- Time management and task prioritization
- Leadership and mentoring
- Adaptability to process and policy changes
- Positive attitude and team-oriented mindset
- Goal-driven and results-focused.

EDUCATIONAL BACKGROUND:

(COLLEGE) 2015 – 2019

STI College Sta. Maria

Triple A Building, Sta. Maria, Bulacan.

Bachelor of Science in Information Technology

(Web Development) 2024-2025

Uplift Code Camp

Metro Manila.

PERSONAL INFORMATION:

Date of Birth: March 16, 1998

Marital Status: Single

Citizenship: Filipino

Gender: Male

Age: 27