



**KRISTINE** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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## PROFESSIONAL SUMMARY

### **Client Service Specialist**

June 2022- Up to present

[REDACTED]

- Excellent in providing outstanding service to [REDACTED] customers by giving timely resolutions to queries
- Managed emails and phone calls daily inbound/outbound calls such as payments, loans, charges, interest rates, assisted customers for ACH enrollment and changes, rewards and other issues
- Strengthened ability to build and maintain rapport with customers, colleagues, peers and other department consistently exceeds goals set by the management
- Excellent in written and verbal communication and data entry
- Exemplary ability to remain calm and courteous even during moments of customer dissatisfaction and provided resolutions that turned into positive results
- Demonstrated all sound judgement for decision making complying with set guidelines and methods

### **Title Analyst (Home Lending Department)**

May 24,2021 - June 2022

[REDACTED]

- Efficiently reviewed the title-related documents such as Wiring Instructions, State-Related Closing disclosures, Title Documents, tax Information, appraisals for all Managed Vendors and non-managed vendors to ensure they meet Chase requirements and match MPX data.
- Increased productivity of daily exits on data analyzation
- Managed Inbound and Outbound calls to Title Company as well as to Client Care Specialist and HLA(Banker)
- Researched drafted detailed property portfolios regarding subject properties, identifying chain title issues, current status and defects in title
- Examined documentation such as mortgages, liens and contracts to verify factors such as property legal descriptions and restrictions
- Use MPX to prepare reports title encumbrances encountered during searching activities
- Developed and maintained relationships to tile companies, realtors, to facilitate smooth transactions

- Updated correct amount of property taxes per state

### **Freelancer/Food Cart Business**

November 2015 to 2021

- Managed day to day business operations
- Used knowledge of market trends to create-value added solutions in significant increase in revenues

### **MEDICAL RECEPTIONIST/INSURANCE COORDINATOR**

[REDACTED]

[REDACTED]

November 23, 2009 – April 09, 2015

- Propagated precise and detailed information to patients and co-workers
- In-depth knowledge of answering telephone, monitoring and directing calls, administering patient's details
- Foster approvals in immediate time that prevent in delay for the medical procedures
- Advanced knowledge of all medical plans and insurance practices
- Cultivated good relationships with patients, doctors and other co-employees
- Facilitated patient's appointment schedules
- Coordinated patient's insurance coverage to their respective HMO.
- Managed bills for both Cash and Insurance Patients
- Provided submission of claims after the investigation
- Illustrated insurance policies provided to patients and co-workers
- Support staff and operational requirements with administrative tasks

### **INTERNATIONAL SALES REPRESENTATIVE**

[REDACTED]

[REDACTED]

October 2008- September 2009

- Provided accurate and appropriate information to answer questions, trouble shoot issues and resolve complain in a quick manner
- Maintained up-to-date records at all times
- Managed outbound sale calls

### **CUSTOMER SERVICE REPRESENTATIVE**

[REDACTED]

[REDACTED]

January 7, 2007 – September 2008

- Handled inbound customer service complaints and question from a variety of customers
- Provided effective and timely resolutions of range of customer inquiries
- Completed on-going training to stay abreast of product, service and policy changes
- Updated customer information into customized computer system

## **ENTREPRENEUR**

[REDACTED]  
[REDACTED]

May 28, 2001 – December 2006

\*Managed own business for Cellphones and Cellphone Accessories

## **OFFICE CLERK**

[REDACTED]  
[REDACTED]

March 22, 2001- June 24, 2001

● Answered and managed phone calls

\* Provided administrative support to Technical Team Department

\* Demonstrated flexibility and superb work ethic enthusiastically on special projects in addition to primary administrative responsibilities

## **INBOUND CUSTOMER SERVICE REPRESENTATIVE**

[REDACTED]  
[REDACTED]

June, 2000- August 2000

● Handled inbound customer service complaints and question from a variety of customers

● Provided effective and timely resolutions of range of customer inquiries

## **CHANNEL SUPPORT ASSISTANT**

[REDACTED]  
[REDACTED]

December 1, 1999 – May 12, 2000

● Assisted customer and gave product information

● Provided customer support and resolve any service issues

● Participated in campaign to increase company revenues

## **COLLEGE**

Associate in Computer Science

[REDACTED]

1997-1999

## **HIGHSCHOOL**

[REDACTED]  
[REDACTED]

1990-1994

## **SKILLS**

- Computer literate
- Knows how to use fax machine and other office equipment
- Web and tech savvy, require little to no training
- Reporting skills

- Administrative writing skills
- Analysis
- Professionalism
- Excellent ability in problem solving
- Exemplary in communication skills
- Keen to details
- Patience
- Exquisite telephone skills

#### **PERSONAL INFORMATION**

AGE: 47 years old

BIRTHDATE: [REDACTED]

BIRTHPLACE: [REDACTED]

STATUS: Married

Child: 1

HEIGHT: 4'11"

WEIGHT :63 kgs.

HOBBIES: Reading books, Travelling  
gardening, cooking and baking

KNOWN LANGUAGE: English, Tagalog, Arabic

#### **PERSONAL CHARACTER REFERENCE**

will be provided as per request