



# El Jehn Grace Babor

VIRTUAL ASSISTANT | CUSTOMER SERVICE ASSOCIATE | FRAUD ANALYST

## PERSONAL BACKGROUND

I am a hard working and motivated customer service representative for almost 2 years. I am very practical person with an amiable disposition and strong cultural values. I strongly believe in accuracy and precision in whatever I do. I believe I have good communication skills that would provide transparency and productivity in the organization. I am also very keen to details and well-organized Fraud Analyst.

## CORE STRENGTHS

- Accounts Payable/Receivable
- Expense Reduction
- Fraud Analyst
- Take Statements
- Produce Reports
- Making Reservations
- Arranging Schedule Changes
- Order Entry

## CONTACT DETAILS

<https://www.linkedin.com/in/eljehngracebabor1/>  
Address: Relocation Site, Brgy. 21 Victorias City  
Negros Occidental

## WORK EXPERIENCE

### Legal Assistant

Selarz Law Corp. (Project-based)  
October 2023-March 2024

- Provide administrative support to lawyer and enhance office effectiveness
- Handle communication with clients, witnesses etc.
- Administratively support and attend trials
- Prepare case briefs and summarize depositions, interrogatories and testimony
- Conduct investigations and statistical/documentary research
- Locate and develop case relevant information
- Type up and file basic legal documents and correspondence
- Answer and direct phone calls
- Maintain contact lists
- Monitor deadlines and juggle calendars

### Intake Specialist

HealthyBos, Inc.  
(AuthHeld- Healthcare Account)  
July 2023- March 2024

- Act as the first point of contact for incoming client requests and support them in completing intake forms and documents.
- Keep track of all inquiries, resolved issues, and agreed-upon solutions in an organized and efficient manner.
- Gather information from clients in a clear, concise, and confidential way.
- Work with multiple departments to schedule and organize client appointments.
- Maintain a comprehensive and organized database of client-related information.
- Analyze data and prepare reports on key performance indicators (KPIs) such as client satisfaction rates and referral volume.
- Assess client needs and determine the most appropriate level of service.
- Ensuring that patient information are correct
- Ensuring that guidelines for prescriptions are met to bill with medicare
- Taking care of follow-ups, if necessary.
- Reaching out to Doctor for any clarification with denials
- Updating list and taking responsibilities for requesting any documentation needed.

### Sales Development Representative

Transparent BPO Philippines  
(Health IQ- Healthcare Account)  
September 2022- May 2023

- Generating and qualifying new leads
- Developing and maintaining customer relationships
- Meeting and exceeding sales goals
- Negotiating contracts
- Promoting products and services
- Delivering quality customer service
- Communicating with all levels of the organization

### Customer Service Representative

FBC ASIA  
June 2021- Aug 2023

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Developed community reputation through commitment to customer satisfaction and strong client relationships.
- Responded to customer requests for products, services and company information.
- Recommended products to customers, thoroughly explaining details.
- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Answered constant flow of customer calls with minimal wait times.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.

### Inside Sales Agent

My Town VIP  
Feb 2021- May 2021

- Managed friendly and professional customer interactions at all times.
- Used digital methods and traditional telephone approach to generate sales leads.
- Used CRM software to maintain detailed contact logs and account records.
- Collected information on sales and service issues to coordinate team-wide resolutions.
- Managed and recorded leads from outbound telephone marketing.

## **Keller Williams**

*Realty*  
*Aug 2020-Jan 2021*

- Qualify the incoming leads you generate for appointments with realtors and field agents to provide quick response times and meet their needs
- Follow up with prospects via email, phone calls, and other forms of communication to add them to the sales pipeline and generate qualified real estate leads
- Create and maintain a database of prospective and past clients to ensure organized and current information on all leads
- Track monthly and quarterly performance and sales key metrics to ensure sales goals are met
- Develop new business opportunities within specific geographies to expand client

## **Customer Service Representative**

*iQor Phil*  
*Jan 2020- July 2020*

- Developed and actualized customer service initiatives to decrease wait times.
- Collected customer feedback and made process changes to exceed customer satisfaction goals 100%.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Suggested new procedure to persuade cancelling customers to stay with company, resulting in 100% decrease in cancellations.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Entered customer interaction details in CRMS to track requests, document problems and record solutions offered.
- Boosted sales revenue by skillfully promoting diverse service options.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.

## **Fraud Analyst**

*FIS Global Solutions*  
*2017 to 2018*

- Analyzed large amounts of data to find patterns of fraud and anomalies.
- Reviewed reports and individual transactions which appeared suspicious to uncover possible fraudulent activity.
- Gathered evidence, which included recorded and written statements, financial documentation and audio materials for examination.
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Contacted customers directly to notify of fraudulent activity and minimize impacts.
- Summarized all key information regarding investigation into detailed report for delivery to client.

## PREVIOUS EDUCATION

### **CAP College Foundation, INC**

*BS in Business Administration*

March 2015 - November 2017

Major in Management

### **Colegio de Sta Ana de Victorias**

*June - September 2013*

*BS in Office Administration*

### **Don Felix Montinola Memorial College**

*High School Diploma, Class of 2013*

### **Victorias National High School**

*June 2007 - March 2012*

### **Victorias Elementary School**

*June 2001 - March 2007*

## MY INTERESTS

- Budget Traveling
- Mountain Climbing
- Swimming
- Cooking and Baking
- Watching different kind of Movies