

# MARI GRACE E. RAZON

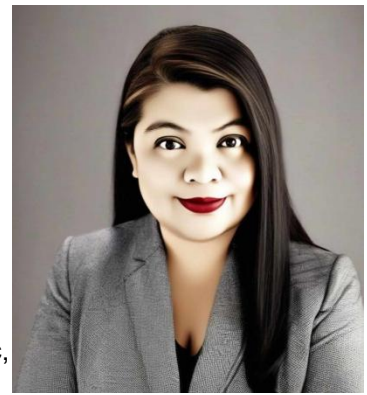
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## PROFESSIONAL SUMMARY

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Experienced BPO professional with a strong background in data entry, research, and customer service. With 5 years in data entry, nearly 3 years in healthcare research and cost estimation, and 6 years in customer service, I am committed to exceeding client expectations and driving operational excellence.

## WORK EXPERIENCE

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### Data Entry Specialist/Admin Assistant – Remote Employee PH – February 28 2022 - April 30,2024

#### As a Data Entry Specialist

- Accurate enter of billing codes of each work request.
- Review and verify and data to ensure its accuracy, consistency and completeness.
- Maintain organized records of data entry structure within Dropbox. This includes uploading and maintaining a file path record in a spreadsheet.
- Updating of existing records, resolving and completing all work request for Comcast, AT&T and Cox.
- Sending emails for jobs completed, follow up customers through calls to confirm their availability on work request.

#### As an Administrative Assistant

- Provides support to recruiting teams by coordinating hiring activities, scheduling interviews, screening resumes, and maintaining candidate databases using Manatal.

### Health Pro Consultant (Researcher/Cost Estimator/ Data Entry) SITEL LOB (Email/Voice) April20,2019 - February 2022

#### As a Researcher

- Conduct comprehensive research on healthcare providers, including doctors, clinics, and hospitals, to identify those offering high-quality services at competitive rates.
- Analyze various healthcare plans and services to compare costs and benefits across different providers.
- Compare costs across various healthcare providers, taking into account the members' insurance coverage to identify the most cost-effective options.
- Assess the qualifications, experience, and reputation of doctors and healthcare facilities to ensure they meet quality standards ( at least 3 stars and up).
- Ensure that recommendations align with patient needs and preferences, advocating for high-quality, cost-effective care.

#### As a Cost Estimator

- Review and verify members' insurance plans to understand coverage, deductibles, co-pays, and out-of-pocket maximums.
- Analyze and utilize CPT (Current Procedural Terminology) codes to break down and estimate the costs of medical procedures and services.
- Ensure that the cost estimates accurately reflect the components of each procedure as defined by the CPT codes.
- Contact hospitals, clinics, and healthcare facilities to obtain detailed pricing information for specific procedures and services based on CPT codes.
- Prepare comprehensive cost estimation reports, including a detailed breakdown of expenses for medical procedures and services, with consideration of the members' insurance coverage.
- Provide clear recommendations for the most cost-effective options by sending email to members, ensuring that all relevant costs and insurance factors are considered.

#### Data Entry

- Maintain accurate records of research, including data sources, methodologies, and findings.
- Gather and manage cost information from various healthcare providers, maintaining an up-to-date database of pricing data.
- Cross-reference cost data with insurance coverage details to ensure accuracy in all estimates provided to members.
- Compile detailed reports summarizing findings, including recommendations for the most cost-effective

doctors and facilities.

**Researcher – Lead Generation (Part Time) - March 22-April 30,2021**

Sales Hunters

- Market researching for potential clients
- Experience using CRM (HubSpot)
- With knowledge in Market Segmentation

**Event Expert – LOB (Email/Voice) - January 2017-March 2019**

TaskUs

- Assist customers via email/phone calls who purchase tickets from the website.
- Helping customers to troubleshoot their phones if they're having a hard time
- receiving their tickets, through email instruction or outbound calls by walking them
- through the correct steps and procedure.
- Send follow up emails to customers and provide important information to make sure
- their issues are addressed.

**Technical Support – LOB (Chat) - February 2016 – January 2017**

Arvato Bertelsmann

- Receive customer's issue concerning windows phone.
- Informing clients by explaining the procedures and providing all important information.
- Troubleshoot and resolve issues.
- Send email follow up for unresolved issues.
- Maintain and improve quality results by adhering to standards and guidelines.

**Lead Generation Specialist – (Outbound Call Center Agent) - December 2014 - February 2016**

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- Generating new leads from outbound telemarketing and pre-qualifying for sales.
- Outbound calling to confirm information on potential customers.
- Sending out relevant whitepapers outlining how are services can support customers.
- Verifies account information of clients and makes sure that all campaigns are discussed clearly.

**SKILLS**

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● Data Entry	● Customer Service	● Commitment
● Hardworking	● Good Communication Skills	● Hardworking and dependable
● Active Listener	● Customer Relationship Management	
● Adaptability	● Research skills	
● Organizational skills	● Open to learn new Trends and Technology	

**EDUCATION**

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**College (Diploma)**

**Bachelor of Science in Business Administration**

1989-1993

**(Major in Government Accountancy)**

Tarlac State University

**References:**

References are available on request.