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PROFESSIONAL SUMMARY

A dedicated and results-driven professional with over 6 years of experience in the BPO industry, 7 years in customer service, and nearly 2 years in sales. Highly passionate about delivering exceptional client experiences and consistently exceeding expectations. Proven ability to drive operational excellence, enhance team performance, and foster strong customer relationships. Committed to delivering high-quality service while contributing to the growth and success of the organization.

WORK EXPERIENCE

Data Entry Specialist/Admin Assistant – February 28, 2022 – April 30, 2024

Remote Employee PH

- Accurate enter of billing codes of each work request.
- Review and verify 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 existing records, resolving and completing all work requests.
- As an Administrative Assistant, supports recruiting teams by coordinating hiring activities, scheduling interviews, screening resumes, and maintaining candidate databases using Manatal.
- Supported administrative functions by maintaining accurate records, managing office supplies, and assisting with data entry tasks.

Health Pro Consultant (Researcher/Cost Estimator/ Data Entry) SITEL April 20, 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.

Event Expert – January 2017-March 2019

TaskUs

- Assist customers via email/phone calls who purchase tickets from the website.
- Walk through customers on how to avail and retrieve customer's tickets if they're having a hard time doing it on their phone.
- Send follow up emails to customers and provide important information to make sure their issues are addressed.

Technical Chat Support- 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.

Outbound Sales 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 services can support customers.
- Verifies account information of clients and makes sure that all campaigns are discussed clearly

Pre-seller- April 2014-October 2014

Coca Cola Beverages Phils

- Sells and secures orders from existing and prospective customers through a relationship-based approach.
- Achieves the daily and monthly sales targets by ensuring complete and proper coverage of the assigned area.
- Ensures issuance of Order Confirmation Slip to customers and arrange delivery schedule with the Partner
- Ensures appropriate placement/positioning of products in the outlet.
- Ensures customer data remains current, complete, and relevant to be used for data analysis and presentations through regular updating of information of existing outlets, on-time enrollment of new customers, and immediate facilitation of suppression of inactive outlets.

As a Pre-seller I have the following Marketing and Selling skills:

- Execution activities in market.
- Power of selling and negotiation.
- High level of selling and Negotiation skills.
- High customer orientation.
- Strong interpersonal and communication skills.
- Execute merchandising on promotions and cold drink equipment. Prospect potential customers and win competition including exclusive outlets.

Identifying business conditions, strategies and actions of competitors, Passionate, values oriented, resourceful and motivated to perform.

Skills Summary:

Technical Skills:

- Data Entry
- Customer Relationship Management (CRM)
- Sales-driven with a strong ability to meet and exceed sales targets
- Research Skills
- Detail-oriented
- Organizational Skills

Soft Skills:

- Good Communication Skills
- Active Listener
- Adaptability and Open to Learning New Trends and Technology
- Hardworking and Committed
- Dependable

Tools & Technologies:

- Basic proficiency in Microsoft Office Suite (Word, Excel, PowerPoint)
- CRM Software (e.g., Salesforce)
- Google Workspace (Docs, Sheets, Drive)
- Skilled in using collaboration tools (e.g., Google Workspace, Slack, Microsoft Teams)

EDUCATION

College (Diploma)

Bachelor of Science in Business Administration (Major in Government Accountancy)

Tarlac State University (June 1989-April 1993)