



MIGUEL

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

CUSTOMER SERVICE TEAM MANAGER

UnitedHealth Group – Ibex Global Davao | November 2024 – Present

- Leads healthcare customer service operations by managing team performance against productivity targets, mentoring and coaching team members, maintaining accurate customer records and service data analysis, and facilitating effective client communication and issue resolution.

TECHNICAL SUPPORT TEAM MANAGER/QUALITY ANALYST

Full Potential Solutions – Davao | December 2021 – November 2024 (3 Years)

- Managed medical claims and refund processes, supported members with healthcare-related concerns, conducted service data analysis, led and coached teams for consistent service excellence, and handled client escalations and direct interactions.

TEAM LEADER/QUALITY ANALYST

VXI Global – Davao, Philippines | April 2016 – December 2021 (5 Years, 9 Months)

- Monitored and evaluated service delivery to ensure quality standards, identified process gaps, recommended improvements, and conducted regular performance assessments and feedback sessions.

CUSTOMER SERVICE REPRESENTATIVE/RECRUITMENT COORDINATOR

Accentria Global – Davao, Philippines | April 2011 – April 2016 (5 Years)

- Scheduled lending service appointments, provided after-sales support, addressed customer inquiries, and coordinated with loan processors for documentation follow-ups.

SKILLS/AREAS OF EXPERTISE

- Radical Candor Coaching
- Data-Driven Analysis
- Quality Assurance
- Performance Management
- Customer Service
- Client Communication
- Process Improvement & Issue Resolution
- Data Analysis & Reporting
- Sales & Team Performance Monitoring

TECHNOLOGY

- VICIDIAL
- Avaya
- HubSpot
- Zoho
- Slack
- Google Workspace (Docs, Sheets, Calendar)
- Microsoft Excel

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