



LORREINE

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE (HEALTHCARE/PROVIDER SUPPORT)

Optum Global Solutions, Inc. | October 2025 – Present (Ongoing)

- Provides first-call resolution support to healthcare providers by handling benefit and eligibility inquiries, claims concerns, billing and payment issues, authorizations, and documentation while navigating complex systems and maintaining accurate records and strong provider relationships.

ADMINISTRATIVE OFFICER IV (HR, RECRUITMENT & PERFORMANCE MANAGEMENT)

Bureau of Internal Revenue (Philippines) | December 2021 – July 2025 (3 Years, 7 Months)

- Led full-cycle recruitment and onboarding, coordinated Regional Selection Board processes, managed KPIs and ISO 9001:2015 compliance reporting, monitored attendance and leave records, prepared OPCR and PRAISE reports, and ensured audit readiness and regulatory compliance.

REVENUE OFFICER I (COLLECTION/PROPERTY & INVENTORY MANAGEMENT)

Bureau of Internal Revenue (Philippines) | November 2019 – December 2021 (2 Years, 2 Months)

- Managed procurement, inventory control, asset accountability, and disposal of government property while maintaining centralized tracking systems, preparing audit reports, supporting recruitment processes, and serving as KPI focal person to improve operational performance.

SKILLS/AREAS OF EXPERTISE

- Administrative Support & Office Management
- HR Recruitment & Onboarding
- Learning & Development
- Rewards & Recognition Administration
- Data Entry & Document Processing
- Email & Calendar Management
- Customer Service
- Time Management & Multitasking
- Problem Solving & Critical Thinking
- Internal Quality Audit (ISO 9001:2015)
- KPI Monitoring & Reporting
- Records & File Management
- Compliance & Audit Readiness
- Inventory & Asset Management

TECHNOLOGY

- Google Workspace
- Microsoft Office
- Zoom
- Canva
- Notion
- CapCut
- Adobe Premiere Rush
- ChatGPT

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