



JOEL

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Claims & Benefits Processing
- Dispute Resolution & Appeals Handling
- Customer Escalation Management
- Healthcare Member & Provider Support
- Online & Print Advertising Coordination
- Ads Subscription Management
- Lead Sourcing & Client Acquisition
- Reporting & Documentation
- Data Tracking & Stakeholder Reporting
- Process Compliance & Documentation Control

TOOLS

- Zoom
- Google Workspace
- Microsoft Office 365 (Excel, Outlook, Word)
- Citrix
- Canva

Results-driven Customer Service Specialist with 10+ years of experience in healthcare support, claims processing, and member services within BPO environments. Proven track record of handling complex inquiries, managing appeals and claims, and mentoring new hires while consistently delivering high-quality customer experiences. Brings strong expertise in customer relationship management, dispute resolution, and process documentation, helping organizations improve service efficiency, enhance client satisfaction, and maintain operational excellence.

WORK EXPERIENCE

SENIOR CUSTOMER ADVISOR (US HEALTHCARE – MEMBER & PROVIDER SERVICES)

Concentrix Philippines | November 2015 – February 2025 (9 Years, 4 Months)

- Delivered certified support for US healthcare accounts by handling member and provider inquiries on benefits and claims, processing prior authorizations and appeals, managing claims rework requests, resolving escalations, and mentoring new hires as SME while working both onsite and remote (WAH) setups.

CONTENT MANAGEMENT SUPERVISOR

e-YellowPages Incorporated | September 2006 – May 2015 (8 Years, 9 Months)

- Led subscriber acquisition and after-sales support for online and print directory services, supervised on-the-job trainees, conducted regular website audits, maintained subscriber data accuracy for digital uploads, generated stakeholder reports, and ensured ISO-compliant documentation and process management.

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