



ARVEN

VIDEO INTERVIEW

WORK EXPERIENCE

GRIEVANCE INTAKE ANALYST

Helpware | October 2024 – Present (Current)

- Analyzes customer complaints, determines validity, prioritizes investigations, and reviews call center recordings to provide resolution instructions.

CLIENT ONBOARDING SPECIALIST

Regent Business Process | September 2022 – March 2024 (1 Year, 6 Months)

- Conducted risk evaluations, verified client documents, and approved onboarding for YouTrip card applicants.

DATA RESEARCHER AND VERIFIER

SelectVoice Com | June 2022 – August 2022 (2 Months)

- Collected and verified analytics data from clients and employers across the United States.

RESUBMISSIONS REPRESENTATIVE

Author Solutions | May 2021 – October 2021 (5 Months)

- Reviewed and edited book proposals, assisted authors with corrections, and supported publishing schedules.

CUSTOMER SERVICE REPRESENTATIVE

Eperformax Cebu (Sprint Care) | May 2019 – January 2020 (8 Months)

- Processed orders and service upgrades, handled customer inquiries, and ensured professional communication.

SKILLS/AREAS OF EXPERTISE

- Data Entry
- Client Onboarding
- Data Research and Verification
- Customer Service
- Resubmission Assistance

TECHNOLOGY

- Zoho
- Google Workspace
- Microsoft Office
- Salesforce
- Canva

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