



CHARLES

CONTACT



SKILLS

- Communication Skills
- Time Management
- Multitasking
- Adaptability
- Problem-Solving
- Attention to Detail
- Works well under pressure
- Collaboration
-

REFERENCE



PROFILE

Experienced BPO professional with 5 years of expertise in technical support, customer service, healthcare, B2B sales, and billing. Adept at handling complex customer interactions, resolving issues efficiently, and driving business growth. Seeking a challenging role where I can leverage my communication, problem-solving, and multitasking skills to contribute to organizational success



WORK EXPERIENCE

[REDACTED]

2019-2022

TSR/CSR/B2B/Sales/Billing

- Provided troubleshooting assistance for software, hardware, and network-related issues.
- Resolved customer technical concerns through inbound calls, chat, and email support.
- Delivered excellent customer service through phone, email, and chat communication.
- Processed orders, refunds, and account modifications per company policies.
- Managed client accounts, providing tailored solutions for business customers.
- Conducted outbound sales calls to generate leads and close business deals.

[REDACTED]

2022-2025

Healthcare Prior Authorization

- Verified patient eligibility, insurance coverage, and policy requirements before authorization approval.
- Reviewed and processed prior authorization requests for medical procedures, medications, and services.



EDUCATION

[REDACTED]

2014-2018

BS Avionics and Technology

CERTIFICATE

Six Sigma Study

2025

Six Sigma Yellow Belt