



MICHAEL LUIS

Subject Matter Expert

ABOUT ME

I have gained ample amount of experience in the industry I've worked with. I consider the skills and abilities I have and developed through the years of experience will be beneficial to the job I'm applying for.

During my free time, I play online games, read Manga, and study Spanish language to expand my skillset.

LANGUAGE

Native Filipino

English

EDUCATION

CONTACT ME



[Redacted Phone Number]



[Redacted Email Address]



[Redacted Address]

WORK EXPERIENCE

[Redacted Company Name]

Customer Service Representative - Healthcare Account
January 2020 - May 2022

- Providing assistance to patients over the phone regarding insurance coverage
- Setting appointments for patients in meeting their providers
- Verifying patient's eligibility and benefits through outbound phone calls

[Redacted Company Name]

Customer Service Representative - Satellite Radio
May 2022 - July 2025

- Upselling customer's subscription
- Assisting customers over the phone regarding radio subscription
- Prioritizing customer's satisfaction by providing retention in getting the most out of our services
- Processing payments and helping customers understand their bills for their convenience
- Providing surface-level technical support by troubleshooting radio and sending signal via satellite