Angelo Elly P. Cascon
Paranaque City, Metro Manila Ph.

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Objective

Dedicated and customer-focused professional with over 5 years of experience in a fast-paced call center environment. Seeking a position as a Call Center Representative where I can utilize my expertise in handling customer inquiries, resolving issues, and providing exceptional service. Strong communicator with a proven track record of meeting and exceeding performance metrics in a BPO setting.

Detail-oriented and results-driven Real-Time Analyst with 3 years of experience in monitoring real-time performance, analysing data, and optimizing workflows in a call center environment. Adept at identifying performance gaps, managing service level agreements (SLAs), and implementing strategies to improve efficiency. Seeking an opportunity to contribute my expertise in real-time data analysis, forecasting, and process improvement to enhance operational performance.

Professional Experience

Scoutlogic

(Virtual Assistant - Criminal Background check) May 26 - 2025 - August 2026

- **Searching U.S. criminal court records**
- **Checking county, state, and federal databases**
- **Reviewing records for possible matches**
- **Verifying identifiers such as name and date of birth**
- **Retrieving records from courts when electronic records aren't available**
- **Entering findings accurately into the company's system**
- **Following strict procedures for FCRA compliance**
- **Performing quality checks before releasing a report**
- **Handling sensitive applicant information confidentially**

GVA-ProVA
(General Virtual Assistant) - February 2025

Finished training for Virtual Assistant under Social Media Marketing, Medical VA, SEO VA & Appointment Setter.

I can create and manage ads on mobile or desktop. I can run ads on Facebook, Instagram, Messenger or Audience Network. I have tools for creating ads, managing when and where they'll run and tracking how well your campaigns are performing.

I am proficient in medical terminology, coding, and procedures. I have strong verbal and written communication abilities and am very well-organized. I can quickly pick up new ideas and technology and I feel at ease working in a fast-paced setting.
In terms of scheduling patients, confirming insurance, and maintaining medical records, I have a great deal of experience. I'm eager to meet with you and learn more about the position. I am delighted to support your business and offer first-rate patient care.

I am adept in original content development, friendly architecture solutions, and keyword research. I excel at:

• Systems Implementation and Training
• Business Intelligence and Data Analysis
• e-Marketing and Social Media
• Website and Keyword Analysis
In addition to my experience and personal qualities, I have a solid educational foundation and a passion for business development and Internet marketing.

Customer Service/Support Advisor/Risk and Payments Analyst (BetMGM)
NCH Customer services INC. – Pasay City, 2021-2023

 In-depth knowledge of casino games and terminology (Sports, Slots, Poker, Blackjack, etc.).
 Payment processing and understanding of financial transactions in a casino environment.
 Familiarity with anti-money laundering (AML) regulations and responsible gaming practices.
 Multitasking in a high-pressure environment.
 Ensuring that all customer onboarding and transactions adhere to anti-money laundering (AML) regulations and other legal requirements. This may involve developing algorithms and working with cybersecurity teams to safeguard against financial crimes.
 Providing a customer assistance via phone, emails and chats with our players. We do AML, KYC checks and fraud investigation. We also process and quality check the deposits and withdrawals for our player.
 Strong communication skills to handle both technical and customer-related inquiries.
 Experience with customer management software and CRM tools specific to the casino industry.

Real Time Anaylst
Williamhill Services – Pasay City, State | *2023-2025*

 Monitored real-time performance of agents across multiple queues to ensure adherence to service level agreements (SLAs) and key performance indicators (KPIs).
 Analysed real-time data to identify trends, delays, and performance bottlenecks, providing actionable recommendations to supervisors for immediate intervention.

 Utilized Nice, Zendesk, Aspect, Oracle, LivePerson to track call volumes, handle times, and agent availability, adjusting staffing levels as needed to meet service goals.
 Worked closely with operations and workforce management teams to ensure optimal staffing levels during peak hours, reducing idle time and improving overall efficiency.
 Assisted in the development of shift schedules, break patterns, and resource allocation to ensure maximum productivity and minimize wait times.
 Delivered real-time coaching to agents based on performance metrics, improving team adherence to quality standards and reducing average handle time.
 Identified performance gaps by reviewing real-time data and recommending immediate corrective actions.
 Managed escalations of critical service level violations, providing immediate support to resolve issues and prevent negative customer experiences.
 Prepared and delivered daily, weekly, and monthly performance reports to senior management, outlining trends, challenges, and opportunities for improvement.
 Played a key role in forecasting and capacity planning, ensuring optimal agent utilization across different time zones and channels.
 Monitored and tracked agent adherence, absenteeism, and schedule compliance, ensuring minimal disruptions to workflow.

Customer Service Representative (Blue Cross Blue Shield Health Care account)
Teleperformance Philippines. – Paranaque City, 2017-2021

 HIPAA Compliance and privacy management.
 Claims Processing and Billing expertise.
 Knowledge of health insurance plans (e.g., PPO, HMO, Medicaid, Medicare).
 Familiarity with ICD-10 codes and medical terminology.
 Eligibility Verification and prior authorizations.
 Healthcare Customer Service and communication skills.
 Experience with CRM software and healthcare management systems.
 Ability to handle sensitive patient data in compliance with regulations.

Education

Bachelor Science in Information Technology
Universal College Paranaque – City, 2016

College level.

Skills:

Technical Skills:

- **Customer Relationship Management (CRM) Software**: Oracle, Zendesk, Liveperson and Aspect
- **Healthcare Management Systems**

- **Microsoft Office Suite**: Word, Excel, PowerPoint, Outlook
- **Communication Tools**: Zoom, Slack, Teams
- **Data Entry & Management**: MS Excel, Google Sheets, Access
- **Call Center Software**: Avaya, Genesys, Cisco
- **Technical Support Platforms**: ServiceNow, Jira
- **Billing & Claims Software**:

Languages:

- **English**: Fluent

Soft Skills:

- **Leadership**: Proven ability to lead and manage teams, ensuring high performance and achieving service goals.
- **Teamwork**: Strong collaborator in team-based environments, focused on achieving collective goals.
- **Communication**: Exceptional verbal and written communication skills, capable of conveying complex information clearly.
- **Problem-solving**: Adept at identifying issues and implementing practical solutions under pressure.
- **Time Management**: Efficient at managing multiple tasks, meeting deadlines, and maintaining a high level of organization.
- **Adaptability**: Skilled at adjusting quickly to changes in a fast-paced, dynamic work environment.
- **Conflict Resolution**: Proficient in handling customer complaints and resolving issues to satisfaction.