JEENNO BERNARDO

CONTACT ME

Cabanatuan City, Nueva Ecija
Cabanatuan City, Nueva Ecija

EDUCATION

2011-2013 - Aircraft Maintenance Technology

2007-2011 - Children of Fatima School Inc.

SKILLS

- Detail-Oriented
- Excellent Communication
- Problem Solving
- Microsoft Office
- Team Leader
- Excel and other apps in MS

WORK EXPERIENCE

Disability Case Manager / Assistant Operations Manager 2019 - Present

Globaltek BPO INC./Trajector Disability

- Manage disability claims by guiding clients through the Social Security Administration (SSA) application process, ensuring timely completion of requirements and accurate case documentation.
- Prepare and submit new disability applications, appeals, and supporting documentation while ensuring compliance with SSA requirements and deadlines.
- Obtain, review, analyze, and organize medical records, physician notes, and clinical documentation to support disability claim evaluations.
- Coordinate with healthcare providers, clients, legal representatives, and multidisciplinary teams to verify information, resolve documentation issues, and facilitate claim processing.
- Maintain detailed case records, monitor case progress, identify next steps, and ensure timely follow-up throughout the claims process.
- Handle complex case assignments requiring independent judgment, including resolving documentation issues, managing escalated cases, and coordinating time-sensitive requests.
- Assist in overseeing daily operations by supporting team performance, monitoring workflows, and implementing process improvements to enhance productivity and client outcomes.
- Previously served as Team Lead and Trainer during a period of organizational restructuring, leading a team, onboarding and mentoring new employees, and supporting the transition to new management while maintaining operational performance.

Customer Service Representative/SME 2018-2018

B2B Outsourcing

- Client Assistance and Issue Resolution: Provided support to clients by addressing their queries and resolving concerns effectively, ensuring high levels of satisfaction and alignment with company standards.
- Goal Setting and Compliance: Established performance goals and deadlines in line with the company's strategic plan and vision, ensuring that objectives were met while adhering to organizational policies.
- Workflow Organization and Task Delegation: Organized and streamlined workflow processes, clearly communicated responsibilities and tasks to employees, and ensured that all team members understood their roles to optimize efficiency and productivity.

Customer Service Representative/SME 2016-2018

IQor Clark Pampanga

- Responds to telephone inquiries, providing quality service to customers
- Ensured customers were satisfied after every inquiry
- Help monitor and evaluate agent performance, providing learning and coaching opportunities, and taking corrective action, if necessary.

Aircraft Maintenance 2015-2016

Philippine Airlines

- We diagnose mechanical or electrical problems. Repair wings, brakes, electrical systems, and other aircraft components.
- Replace defective parts, using hand tools and power tools.
- Examine replacement aircraft parts for defects
- We always check the condition of aircraft engines to ensure that we meet the required quality before they will fly.