JOHN ANDREW E. QUISMORIO

Operations Analyst | Virtual Assistant | GoHighLevel & Workflow Automation Specialist

Legazpi City, Albay, Philippines | workwithjaq.com

PROFESSIONAL SUMMARY

Operations Analyst with 6+ years of experience in insurance data operations, backend administration, and process improvement across BPO and remote-first environments. Track record of improving data accuracy, tightening reporting turnaround, and streamlining workflows for cross-functional teams. Adds hands-on GoHighLevel (GHL) and workflow-automation skills to this operations foundation, bringing analytical rigor and modern digital-operations tooling to virtual assistant and business-support roles.

CORE SKILLS

- Operations & Data Analysis
- Reporting & Documentation
- Virtual & Administrative Support
- SEO Content Support
- Data Entry & Quality Control
- Email & Calendar Management
- Workflow Automation (GoHighLevel)
- Social Media Assistance
- Bookkeeping Support

TECHNICAL TOOLS

- Microsoft Office
- Xero
- GoHighLevel (GHL)
- Google Workspace
- Canva
- WordPress
- QuickBooks
- ChatGPT

WORK EXPERIENCE

Operations Analyst — ARCH Global Services, Inc. *Dec 2023 – Jun 2026*

- Analyzed bordereaux and operational datasets to produce accurate, stakeholder-ready reports supporting claims and policy decisions.
- Drove data-quality improvements through validation, cleansing, and standardization, reducing reporting errors and rework.
- Identified trends and discrepancies in operational data, surfacing insights that informed claims and policy decision-making.
- Partnered with cross-functional teams to streamline workflows, improving overall reporting efficiency and turnaround time.

Recovery Resolution Analyst — Optum Global Solutions *Jun 2023 – Dec 2023*

- Calculated insurance and patient overpayments and facilitated timely, accurate refunds.
- Reconciled provider accounts to eliminate credit balances and maintain clean financial records.
- Updated accounts receivable records to strengthen financial accuracy and invoicing integrity.

Application Coordinator — Manulife Data Services, Inc. *Nov 2020 – Jun 2023*

- Reviewed and processed insurance applications for completeness, accuracy, and regulatory compliance.
- Maintained high indexing and data-entry accuracy under strict, high-volume deadlines.
- Managed end-to-end case flow from intake through underwriting approval, keeping cases on track and audit-ready.

Operations Support Associate — Manulife Data Services, Inc. *Feb 2019 – Nov 2020*

- Processed insurance data in line with quality and compliance standards.
- Responded to email inquiries and independently prioritized competing tasks in a fast-paced queue.
- Classified and validated data with consistently high accuracy.

TRAININGS & CERTIFICATIONS

General Virtual Assistant • SEO • Social Media Management • Bookkeeping • GoHighLevel (GHL) • WordPress