JOHN MICHAEL LIM

PROFESSIONAL SUMMARY

Customer Service and Technical Support Representative with more than 3 years of experience in the BPO industry, supporting customers across banking, technical support, and healthcare accounts. Experienced in handling customer inquiries, troubleshooting technical concerns, account servicing, claims and eligibility assistance, medication refill requests, and prior authorization support. Skilled in managing escalations, documenting interactions accurately, and delivering professional, empathetic customer service while maintaining compliance with company policies and HIPAA requirements.

CORE SKILLS

- Customer Service Excellence
- Technical Support & Troubleshooting
- Healthcare Account Support
- Claims & Eligibility Assistance
- Account & Transaction Support
- Escalation Handling
- Customer Communication
- Problem Solving & Critical Thinking
- Documentation & Record Maintenance
- HIPAA Compliance
- Remote Diagnostics & Configuration
- Active Listening

PROFESSIONAL EXPERIENCE

Customer Service Representative – Healthcare Account
Everise | JAN 2025 – JUN 2026
- Handled inbound calls for healthcare-related concerns, including benefits, coverage, and billing.
- Processed medication refill requests and prior authorization requests when needed.
- Assisted members with claims, eligibility, and service navigation.
- Resolved complaints while maintaining high customer satisfaction.
- Documented customer interactions accurately and followed HIPAA compliance and company policies.

Tier 1 – Technical Support Representative
Afni, Inc. | DEC 2023 – DEC 2024
- Responded to customer inquiries via phone, chat, or email regarding printer setup, usage, and troubleshooting.
- Diagnosed and resolved printer issues involving paper jams, print quality, connectivity, drivers, and toner errors.
- Guided customers step-by-step through solutions and documented interactions.
- Assisted customers with website registration for subscription ink.

Tier 2 – Technical Support Representative
Concentrix | OCT 2022 – SEP 2023
- Escalated and resolved concerns from Tier 1 support.
- Performed network troubleshooting, remote diagnostics, configuration, and setup.
- Provided customer support and handled business account escalations.
- Monitored service tickets and provided long-term solutions rather than quick fixes.

Customer Service Representative
Alorica | FEB 2022 – JUL 2022
- Answered customer questions regarding account balances, transactions, and fees.
- Assisted with lost cards, unauthorized charges, and loan payment concerns.
- Processed account updates, payments, and customer requests.

CERTIFICATIONS

- HIPAA and Effective Call Flow Training
- Xero Bookkeeping Training
- Customer Service Excellence Training
- Data Privacy and Compliance Training

EDUCATION

Our Lady of Fatima University — BS in International Tourism Management | 2020 – 2022
Our Lady of Fatima University — Senior High School, ABM Strand | 2018 – 2020