JULIUS ANDRADA

Cabucgayan, Biliran, Philippines



PROFESSIONAL SUMMARY

I bring over 11 years of diverse experience, including nearly 8 years in remote roles. My expertise spans BPO operations, dental insurance revenue cycle coordination, pharmacy benefit management, product sales, Amazon product listing consultation, virtual assistance, and administrative support. I have a strong background in customer service, technical support, and client relations, with a proven record of driving performance, accuracy, and customer satisfaction. Dependable and adaptable, I communicate clearly, learn quickly, and consistently deliver high-quality results with minimal supervision.

SUMMARY OF QUALIFICATIONS

- 11 years of combined remote and on-site professional experience
- Around 8 years of remote work experience across customer service, sales representative, tech support, product and service consultation, and e-commerce
- Managed dental insurance claims, payments, and account reconciliations
- Strong sales and upselling experience in subscription services and online retail
- Skilled in Amazon tools: SellerAmp (SAS), RevSeller, AMZScout
- Administrative support: Email management, scheduling, and file organization
- Proficient in Microsoft Outlook, Google Sheets, Excel, and Drive
- Strong communication, multitasking, and independent work ethic

EDUCATION

STI WEST NEGROS UNIVERSITY

BACHELOR OF ELEMENTARY EDUCATION – Major in SPED

- Feature Writer/Editor, The Wesneco Torch Publication
- Education Society President
- Vice Governor, Student Council
- National Champion, Screen Writer – “Tagisan ng Sining”

WORK EXPERIENCE

DENTAL INSURANCE COORDINATOR / DENTAL REVENUE CYCLE SPECIALIST

E-A SSIST DENTAL BILLING | Feb 2025 – Oct 2025

- Managed dental insurance claims, payments, and account reconciliations to ensure accurate and timely billing.
- Verified patient eligibility and benefits, providing precise treatment plan estimates to dental offices.

- Resolved claim denials and outstanding balances through effective follow-ups with payers and providers.
- Processed secondary insurance claims and patient statements to maintain smooth revenue flow
- Ensured HIPAA compliance and maintained detailed documentation of all billing activities in system records.
- Collaborated with dental office teams to correct coding or documentation errors and improve claim approval rates.

AMAZON PRODUCT LISTING CONSULTANT

FBA JUNKIES / TEAM OPP | July 2023 – June 2025

- Helped upsold products by preparing profitability data sheets for resell opportunities
- Contributed to reaching $1 million USD in product milestone value
- Listed approximately 4,000 products
- Contacted brokers, dealers, and clients to support sales
- Managed email and files using Outlook, Google Sheets, Excel, and Drive
- Used SellerAmp (SAS), RevSeller, and AMZScout to research and list products

DATA ENTRY & ADMIN SUPPORT – FREELANCE

BERN DUNN - NEW YORK COSMETICS | November 2022 – July 2023

- Entered product data into company listings using Excel and Google Sheets
- Provided admin support including scheduling, file handling, and email organization
- Maintained accurate, consistent, and confidential records

CUSTOMER SERVICE SPECIALIST – PHARMACY

OPTUM | January 2022 – October 2022

- Assisted patients with online orders and pharmacy-related inquiries
- Connected patients to pharmacists and provided medication status updates
- Provided accurate info on benefits and delivery timelines

CUSTOMER SERVICE & SALES SPECIALIST – TECHSTYLE

(Fabletics, JustFab, ShoeDazzle, SavageXFenty, FabKids)

TRANSCOM WORLDWIDE PHILIPPINES | March 2017 – September 2021

- Upsold clothing, footwear, and accessories by promoting exclusive deals, flash sales, and member-only offers
- Assisted customers with online orders, account subscriptions, billing concerns, and product inquiries via phone and chat
- Logged customer interactions accurately in internal systems for order tracking and support continuity
- Acted as the team's point of contact for daily performance reports, statistics, and key metrics

OPERATIONS & SALES SUPPORT STAFF

SABORES ALENTEJANOS – Macau, China | January 2014 – November 2016

- Boosted repeat orders by presenting updated product catalogs and introducing new items during client deliveries
- Handled delivery transactions, confirmed orders, and ensured accurate, on-time drop-offs to maintain client trust
- Logged deliveries and sales transactions accurately for inventory tracking and reporting

TECHNICAL SUPPORT & SALES REPRESENTATIVE – COMCAST

TRANSCOM WORLDWIDE PHILIPPINES | NOVEMBER 2012 – MAY 2013

- Personalized offers based on customer needs to drive upgrades in internet speed, cable channels, and phone lines, resulting in increased bundled service subscriptions
- Leveraged technical expertise to resolve issues while identifying upsell opportunities.
- Resolved basic technical issues and provided accurate product and billing information
- Accurately logged all customer interactions and updates in internal systems, ensuring proper documentation and record-keeping for service continuity and reporting

RECEPTIONIST

CADIZ CLINICAL LABORATORY | August 2011 – November 2012

- Managed front desk operations at Cadiz Clinical Laboratory, ensuring efficient patient flow and communication with medical staff.
- Processed lab test requests and scheduled appointments, enhancing service delivery and patient satisfaction.
- Maintained organized patient records using Excel and internal systems, improving data accuracy and accessibility.
- Collaborated with medical technologists to prioritize test processing, contributing to timely reporting of results.

VOLUNTARY EXPERIENCE

FULL-TIME VOLUNTEER

THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS – PHILIPPINES BUTUAN MISSION |

August 2009 – August 2011

- Counseled families and individuals in assigned areas for social growth, spiritual and temporal welfare development.
- Organized weekly community services in assigned locations.
- Held meetings to discuss progress reports and challenges.
- Relayed concerns to local and mission leaders for retention and consistent progress.

Zone Leader (11 months)

- Organized 10–14 other volunteers in nearby cities and municipalities
- Reported progress to Assistants of the President for growth tracking

District Leader (7 months)

- Supervised 4–6 volunteers and tracked individual and group progress
- Reported progress of investigators and members to Zone Leaders

TRAINER (3 months)

- Trained new volunteers for readiness on field processes and organization protocols.

REFERENCES

BERN DUNN
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