MADEL MINARDO

Customer Service | Data Entry

PROFILE

Customer Service Professional with experience supporting Medicare Part D and patient services, account resolution, collections, outbound engagement, and data entry. Skilled in Microsoft Excel, Google Sheets, CRM systems, accurate documentation, and handling sensitive information. Detail-oriented and organized, with strong experience in customer support, data accuracy, and achieving performance targets.

EDUCATION

Bachelor of Science in Computer Science
University of the Visayas
Undergraduate

CORE SKILLS

- Data Entry & Data Accuracy
- Microsoft Excel & Google Sheets
- Customer Support
- CRM Systems & Documentation
- Healthcare Member Services (Medicare)
- Inbound & Outbound Calls
- Billing & Account Inquiries
- Data Privacy & HIPAA Compliance
- Collections & Payment Negotiation
- Conflict Resolution
- Lead Generation
- Time Management & Multitasking

WORK EXPERIENCE

HELPWARE

Patient Care Representative – GiftHealth Healthcare Account
March 2026 – June 2026

- Assisted with medication orders, prescription inquiries, and shipment tracking.
- Supported customers with online orders and coordinated order/delivery concerns.
- Maintained accurate records and handled sensitive patient information.

Member Services Advocate – Cigna Medicare Part D Account
October 2024 – March 2026

- Assisted members with Medicare Part D benefits, billing, claims, and coverage inquiries.
- Verified member identity and handled PHI in accordance with HIPAA requirements.
- Reviewed account information, resolved concerns, and documented interactions accurately.

FOUNDEVER

Collection Representative - Verizon Account
October 2023 - July 2024

- Handled high-volume inbound calls regarding billing and past-due accounts.
- Reviewed account history and provided accurate payment solutions.
- Negotiated payment arrangements based on customer circumstances and company guidelines.
- Explained payment options, policies, and account information to customers.
- Accurately documented call details, payment arrangements, and customer interactions in the CRM system.

ECARE PRO

Survey Researcher
December 2016 - January 2018

- Contacted potential survey participants through an automated dialing system.
- Encouraged participants to take part in surveys and followed established scripts.
- Maintained required standards for survey completion and call volume.
- Communicated professionally and courteously with survey participants.
- Collected participant responses and entered data accurately into the system.

VISAYX

Lead Generation Cold Caller
June 2016 – December 2016

- Contacted individuals with student loans to identify potential leads.
- Introduced the company's loan reduction and forgiveness program to prospective customers.
- Asked pre-qualifying questions to determine potential eligibility.
- Gathered basic customer information required for lead qualification.
- Transferred qualified leads to a third-party specialist for further assistance.