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*Customer service with 4 years of experience in health insurance. Recognized for the ability to communicate with customers, providing exceptional service that ensures client retention and positive feedback. Proven ability to increase sales through upselling techniques as well as implementing processes that drive profitability.*

## **PROFESSIONAL EXPERIENCE**

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### **RURAL 4G**

**March 2020 – May 2020**

*Customer Service Representative/Sales Representative (Hybrid)*

- Outbound and inbound selling of Rural 4G Internet packages all across US
- Assist active subscribers in checking account status
- Checking service location
- Complete application form
- Qualify incoming calls and subscribers
- Walk through customers on the company website
- Reply email inquiries

### **THE VALLEY TRADER**

**June 2019 – March 2020**

*Appointment setter/Admin assistant*

- Set strong appointments for clients across Pennsylvania.
- Send emails in a daily basis for account updates and magazine issues.
- Proofread received articles.
- Dozing outbound calls for appointment confirmation.

### **TURNKEY**

**December 2019 – March 02, 2020**

*Sales/Appointment setter*

- Set an average of 20 strong appointments a week for US Sales Representatives based in Meriden, Connecticut USA.
- Provided outstanding performance, receiving 100% attendance throughout the service, and an average of 90% performance rate from Company's performance evaluation score board.
- Stocked, replenished, and organized inventory with accuracy and efficiency, completing function 10% faster than the average associate.
- Making an average of 100 calls a shift, generating more appointments than the average associate.

## **HEALTHNET, TELEPERFORMANCE**

**November 2015 – November 2019**

*Customer service representative*

- Assist member customers in checking medical and pharmacy benefits and eligibility or coverage as well as checking premium payment and billing status.
- Cascading email escalations to company's back office.
- Make outbound calls to Healthnet providers and members for a scheduled activity of an unresolved issue within 24 hours.
- Assist member customer searching and assigning for a provider (Primary Care Physician and Preferred Physician Group)
- Assist provider customers in checking member's benefits and eligibility and submitting, checking claim status as well as reprocessing incorrectly processed claim.
- Received plaque awards for being a top performer for consecutive months.
- Member of COTW (Citizens of the World); a non-profit organization of the company.
- Promoted as a Subject Matter Expert within a year, supporting 5 bays with 20 heads each.
- An active participant and achiever of singing competitions in every company's event.

## **EDUCATION**

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### **UNIVERSITY OF MINDANAO, MATINA DAVAO**

**November 2019**

*Bachelor of Arts, Major in Political Science*

- Member of Samahang Mag-aaral ng Politika (SMP) UM Davao
- Vice President of University of Mindanao Political Science Students Association

## **SKILLS**

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- Strong writing and editing skills/proofreading
- Punctual in meeting deadlines
- Can fly solo/independent
- Customer Service
- Computer skills
- MS Office
- Interpersonal Communication
- Time Management
- Adaptability
- Leadership
- Creativity