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Julie Ann Pescadero

With more than eleven years of valuable customer support experience in various industries such as telecommunications, retail, and healthcare insurance, I have developed essential skills in active listening, quick decision-making, and efficient task completion. I excel in managing communication channels like emails, calls, and chats, conducting research, offering assistance, analyzing data, and overseeing administrative duties.

I'm also eager to offer advice and recommendations to businesses, drawing from my firsthand experience as a front-line agent. This experience has given me insights into the broader aspects of growth and enhancing the relationship between the company and its employees.

Additionally, as a freelance virtual assistant, I've successfully managed social media and e-commerce platforms for various businesses. While I haven't focused on telecommunications in the past five years, I'm adaptable and open to exploring new platforms.

EDUCATION

Abellana National High School, Cebu City-*Secondary*

Asian College of Technology, Cebu City — *Bachelor of Science in Information Technology-Undergraduate*

2010-2013

SKILLS

- Medical Billing
- Insurance Coordination
- Customer Service
- Administrative Skills
- Attention to Detail
- Problem-Solving
- Teamwork
- Adaptability
- Customer Support
- Marketing
- Social Media
- Email Management

EXPERIENCE

Teleperformance | AT&T — *Customer Service Representative*

MAY 2013- SEPTEMBER 2015

Optum Global Solutions | UNITED HEALTHCARE — *Healthcare Advisor*

SEPTEMBER 2015-FEBRUARY 2021

TalentPop LLC — *Customer Service Representative*

NOVEMBER 2022-APRIL 2024

SYSTEM FAMILIARITY

- Microsoft Office
- Google Suite
- Airtable
- Canva
- Notion