

Keth Boyd De La Serna Ragay

Purok Sangra, Sacsac, Bacong, Negros Oriental, Philippines 6216

CAREER OBJECTIVE

To be a part of a dynamic and competitive workforce that promotes social responsibility and supports both personal and corporate advancement.

SUMMARY OF QUALIFICATIONS

- Good human relations skills
- Extensive extracurricular experience has developed one's leadership and social skills

WORK EXPERIENCE

Teletech, Inc. (December 2008 – September 2013)

Customer Service Associate

- Managed healthcare providers' inquiries regarding medical insurance, explaining benefit coverage, provisions, and limitations.
- Provided detailed explanations of denied insurance claims and explored alternative options.
- HIPAA (Health Insurance Portability and Accountability Act of 1996) certified and compliant.

Escalation Desk Agent

- Handled escalated calls from agents, addressing supervisor line queries.

A/V Calls Verifier

- Audited customer service representatives' calls to ensure 100% accuracy in information provided.

Thumbtack, Inc. (November 2013 – November 2015)

Curator

- Categorized services offered by professionals on the platform.

Quality Assurance (Curation)

- Audited curator's work to ensure 100% accuracy.

SaaS (Sourcing-as-a-Service)

- Utilized LinkedIn to source service professionals for company needs.
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Green Ventures (December 2015 – May 2020)

Team Leader

- Managed three teams of Virtual Assistants.
- Monitored VAs' performance, provided coaching, and handled escalated issues.
- Oversaw operations for three Amazon stores simultaneously.

Technical Manager

- Managed team leaders, addressed technical issues, and provided updates and up-training.
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IronMan Automation (December 2020 – November 2022)

Amazon and Walmart Appeals Manager

- Processed appeal services for suspended seller accounts on Amazon and Walmart.

Amazon and Walmart Store Automation Manager

- Offered automation services for Amazon and Walmart sellers.
- Led hiring of VAs, provided training on sales techniques, and monitored performance.

Freelance Work - Project Based (November 2022 – November 2023)

- Undertook project-based tasks, specializing in Amazon and Walmart appeals.

EDUCATIONAL BACKGROUND

Academic Year	Institution	Discipline
2006 - 2008	Negros Oriental State University	BS Electrical Engineering
2001 - 2005	Saint Louis School – Don Bosco	High School
1995 - 2001	West City Elementary School	Elementary

PERSONAL INFORMATION

Age: 35

Gender: Male

Status: Single

Date of Birth: April 29, 1988

Birth Place: Siaton, Negros Oriental Philippines

Mother's Name: Faith Ragay Tuyor