

CURRICULUM VITAE

AIVY MAY M. PORECALLAN

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PROFESSIONAL SUMMARY

Dedicated customer service and operations professional with over 7 years of experience in financial services, BPO, and healthcare billing. Known for excellent interpersonal skills, leadership capabilities, and a strong sense of responsibility. Skilled in Microsoft Office, communication, and team coordination.

CAREER OBJECTIVES

To contribute my skills and experience in a dynamic organization where I can grow professionally while helping the company achieve its goals.

EDUCATION

University of the Visayas

Diploma in Professional Education, 2021-2022 | Licensed Professional Teacher, 2025

Visayas State University

Bachelor of Science in Hotel, Restaurant and Tourism Management,
Cum Laude, 2011-2015 | Honor Graduate Eligibility (HGE), Civil Service Commission

PROFESSIONAL EXPERIENCE:

Associate Billing Representative

Optum Global Solutions – Cebu City | Sept 2021 – Present

- Processes billing transactions and other related concerns for healthcare clients.
- Maintains high accuracy in data entry and documentation.
- Collaborates with internal teams to resolve billing discrepancies.

Team Leader

E-Innovative Solutions – Balamban, Cebu | Oct 2019 – Jul 2020

- Oversaw day-to-day operations and supervised over 10 staff.
- Streamlined reporting processes, improving efficiency.
- Managed customer satisfaction and addressed escalated concerns.

Telephone Banker

JP Morgan Chase & Co. – Cebu City | Dec 2017 – Jul 2018

- Handled customer service and financial inquiries by phone.
- Processed transactions with high accuracy and adherence to compliance.

Subject Matter Expert - Financial Associate

Convergys – Cebu City | May 2015 – Oct 2017

- Supported financial services and handled team escalations.
- Trained and mentored new associates, maintaining quality standards.

SKILLS:

- Customer service & communication
- Billing & financial services
- Team leadership
- Microsoft Office & Internet applications
- Time management and problem-solving

REFERENCES:

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