



JOHNELL ARCILLA

DATA ANALYST | BPO SUPPORT

Customer oriented, strong analytical and quantitative skills, ability to analyze patterns trends in large data sets. Can handle administrative task, organize data/document with superb attention to details.

PROFILE

NATIONALITY

Filipino

DATE OF BIRTH

16 August 1985

ADDRESS

Bldg 6, 5F Flat 17
Mansoura St.,
Doha, Qatar

EDUCATION

BACHELOR OF SCIENCE IN BIOLOGY

Catanduanes State University
June 2002 - April 2007

CONTACT

HOME NUMBER

+974 4431 4708



MOBILE NUMBER

+974 7782 4961



EMAIL

johnellarcilla@gmail.com



SOCIAL

LINKEDIN

Johnell Arcilla



WORK EXPERIENCE

OPTUM GLOBAL SOLUTIONS INC.

Jul 2015 - Feb 2019

Electronic & Eligibility Representative

Supporting onshore business analyst with electronic enrollment related tasks. Conducting member eligibility verification, discrepancy resolutions, data entry, data cleansing & formatting. Exposed to a wide range of client membership transactions and processes happening at the backend.

SUTHERLAND GLOBAL SERVICES

Dec 2012 - Jul 2015

Consultant

Providing first line customer service. Analyzing identified problems and providing solutions for customer's satisfaction. Handling email follow ups and escalating issues to the right channels for faster resolution.

ACCENTURE

Dec 2007 - Nov 2012

Data Analyst

Reviewing & auditing medical records for completeness & accuracy. Assessing & resolving standard & non-standard issues within set time bounds.



AWARDS & RECOGNITION

4 TIME STAR AWARDEE - For being on the top 5% best overall work performance.

BEST IN QUALITY AWARD - For having 100% quality average, March 2016.

CERTIFICATE OF ACHIEVEMENT - For exceptional performance yielding significant business impact and customer recognition, Feb 2018.



SKILLS

PROFESSIONAL SKILLS

Microsoft Office	●●●●●●●●
Windows	●●●●●●●●
Mac OSX	●●●●●●●●
Data Handling	●●●●●●●●
Record Keeping	●●●●●●●●
Web Skills	●●●●●●●●

PERSONAL SKILLS

Organisation	●●●●●●●●
Communication	●●●●●●●●
Time Keeping	●●●●●●●●
Team Player	●●●●●●●●
Commitment	●●●●●●●●
Multitasking	●●●●●●●●