



Cristian Ojano Belen

Customer Service Executive

Courteous and polite customer service professional with 4+ years of experience in customer engagement, issue resolution, Passionate and results-oriented with strong listening skills and a profound ability to resolve issues. Genuinely excited to help customers in all phases of their needs. A strong team player with proven negotiation and persuasive skills. Responsible Care Assistant enthusiastic about supporting best practices in hospital operations, compliance and health care management. Demonstrated strengths in multi-area management, quality assurance and service.

Contact

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Address

29B street Murraqqabat
Dubai UAE

Education

2017

BS Industrial
Engineering

Manuel S. Enverga University
Foundation. Philippines

Expertise

- ❖ Microsoft office
- ❖ Customer Service
- ❖ Problem solving
- ❖ Good communication
- ❖ Empathy
- ❖ Process Flow
- ❖ Jifetrends
- ❖ Sage 300

Language

- ❖ English
- ❖ Tagalog

Achievements

- ❖ Certified Industrial Engineer
- ❖ Customer service of the month
- ❖ Leadership award in PIIE-SC

Personal Information

Born on April 18, 1994 in Batangas City, Philippines and Filipino citizenship, Roman Catholic. Passionate, hardworking and responsible. Willing to learn and has initiative. With good analytical and communication skills, both in oral and written (English and Filipino). Computer literate and capable of creating, encoding and editing Microsoft Office applications such as Word, Excel and power Point. Have excellent documentation skill, interpersonal skill and strong supportive team member/leader. Performs well under pressure and flexible enough to do different tasks.

Experience

Canadian Specialist Hospital Customer Service Executive

Apr 2024 - April 2025

- Entered patient details with a 99% accuracy, resulting in a efficient patient experience while maintaining quality.
- Enter the Patient's insurance in SAGE360 accordingly based on Patient's insurance portal (Member ID, Insurance name, Payer, Network, Copay And Deductable)
- Knowledgeable in Identifying insurance, Copay, Deductable and Network limit based on Patient's insurance network.
- Bill the Patient's service after the consultation and identifying if which services need approval based on their insurance policy and network.
- Managed cashier/billing operations, ensuring accurate financial transactions, and reconciled daily banking records for the Accounts department.
- Trained and mentored new customer service executive, resulting in a 90% increase in customer service productivity.
- Proactively addressed and resolved patient complaints through effective problem-solving and analysis.
- Developed processes and procedures to streamline customer service operations, resulting in a 90% increase in efficiency.

Aster DM Health Care, Dubai Customer Service Executive

August 2021 - March 2024

- Entered patient details with a 99% accuracy, resulting in a efficient patient experience while maintaining quality.
- Enter the Patient's insurance in Lifetrends accordingly based on Patient's insurance portal (Member ID, Insurance name, Payer, Network, Copay And Deductable)
- Knowledgeable in Identifying insurance, Copay, Deductable and Network limit based on Patient's insurance network.
- Bill the Patient's service after the consultation and identifying if which services need approval based on their insurance policy and network.
- Managed cashier/billing operations, ensuring accurate financial transactions, and reconciled daily banking records for the Accounts department.
- Trained and mentored new customer service executive, resulting in a 90% increase in customer service productivity.
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Visa Status: Job seeker visa valid till October 22, 2025