

Alexandra Bungcayao

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Education & Certifications

California State University, Fullerton, Fullerton, CA

May 2024

Bachelor of Arts Degree, Psychology

Santa Ana College, Santa Ana, CA

June 2021

Associate of Arts Degree, Psychology

Professional Experience

Providence Mission Hospital, Mission Viejo, CA

August 2023 - May 2024

Patient Service Specialist

- Assisted patients during on-site ER Department/Trauma Unit registration through scheduling and unscheduling visits along with completing financial clearance functions.
- Entered patient registration and financial data into *EPIC* by collecting accurate demographic information, insurance, and financial data retrieval of required signatures and documents.
- Conducted patient/guarantor interviews, explain hospital policies, financial responsibilities, and patient bill of rights.
- Cleared financial services for scheduled accounts and gathered information on regulation, compliance requirements and guidelines while timely documenting them accurately.

OC Classics, Santa Ana, CA

September 2021 - July 2024

Customer Service Supervisor

- Answered, screened, and processed a minimum of 50 inbound and outbound communications per shift through phone call and email while providing exceptional customer service.
- Ensured professional communication with clients by responding to inquiries, questions, and concerns promptly.
- Navigated clients through the purchasing and registration process by exemplifying accurate knowledge of product inventory, pricing, delivery schedules, and promotional deals.
- Utilized *Purechat* to live-chat with users to resolve customer service inquiries and deliver technical support.

Kickin' Crab, Westminster CA

January 2019 - May 2023

Server

- Delivered exceptional customer service by accurately taking and serving food and drink orders in a fast-paced seafood restaurant.
- Assisted customers with menu selections, and resolved guest concerns promptly to maintain high customer satisfaction.
- Managed multiple tables and prioritized tasks effectively to meet the needs during peak hours.
- Processed payments, handled cash, credit transactions, and balanced cash drawers at end of shift.
- Maintained a clean and organized work environment, including sanitizing tables, utensils, and high-contact areas.

Skills

- **Technical Skills:** Microsoft Office Suite, MS Excel, Google Applications, CMR Software, EMR Software.
- **Soft Skills:** Customer Service, Project Management, Leadership, Teamwork, Communication, Detail-Oriented, Problem Solving, Conflict Resolution, Adaptable.