




# CHERRY LYN CATALUÑA



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## BUSINESS MANAGEMENT & DATA ANALYSIS

A highly organized and process-oriented Administrative Professional with 5 years of experience in managing projects and initiatives. I am capable of efficiently managing projects and utilizing my excellent organizational, communication, and problem-solving skills to optimize operational efficiency. Aiming to impact the organization through improved customer service and productivity goals.

## KEY COMPETENCIES

Project Management	General Administrative Tasks	Critical Thinking
Office Management Systems	Attention to Detail	Multi-Tasking
Executive Support	Time Management	Adaptability
Quality Work	Interpersonal Communication	Data Entry
Administrative Support	Problem-Solving	Microsoft Offices

## EDUCATION

### Bachelor of Business Administration

Majors: Human Resource Development Management  
Lyceum of Alabang

June 2013- May 2017

## PROFESSIONAL EXPERIENCE

### Combined Insurance GENPACT Medical VA/Claim Coordinator

January 2022- March 2024

Support and assist the onshore team, collaborating with the insurance underwriting department. Interact professionally with onshore/offshore teams and customers via email and calls. Process transactions and conduct outreach calls to insured/provider/facility following standard work and SOP. Prioritize transactions based on detailed guidelines to meet SLA. Maintain key records such as working files and emails for reference and audit purposes. Handle basic day-to-day Excel requirements.

### Aetna CVS Health HGS Customer Service Support

April 2021 - December 2021

Managed inbound calls efficiently by gathering information, addressing caller needs, and educating on policies. Analyzed systemic issues, maintained confidentiality, ensured customer satisfaction, minimized wait times, coordinated with healthcare providers, and provided accurate information to inquiries.

## PERSONIV/FREELANCE

September 2017 - September 2019

### Data Entry, Search Engine Marketing & Advertisement

Utilizing various platforms such as the client portal, Salesforce, and Thryv through Citrix, data collection is streamlined. This involves gathering pertinent information about businesses actively advertised on Google. Once the data is collected, it is efficiently communicated by email directly to clients or business owners and managers. This proactive approach ensures that stakeholders are kept informed about the status of their business's advertising activities on Google, fostering transparency and engagement.

## NISSAN CORP INC

November 2016 - January 2017

### Administrative Assistant

Organizing and compiling documents to create comprehensive 201 files, ensuring all necessary information is accurately recorded and easily accessible. Additionally, providing valuable assistance to applicants throughout the application process, guiding them through procedures and addressing any inquiries or concerns they may have. Conducting initial interviews with applicants to assess their qualifications, skills, and suitability for specific roles, laying the groundwork for the recruitment process and facilitating efficient candidate selection.