



portfolio

ByCHERRY LYN CATALUÑA



Cherry Cataluña // Streamlining Your Business for Success

As a highly organized Administrative Professional with 5 years of experience in project management, I excel in optimizing operational efficiency. My strong organizational, communication, and problem-solvi...

 myprofile.ph

introducing **ABOUT ME**

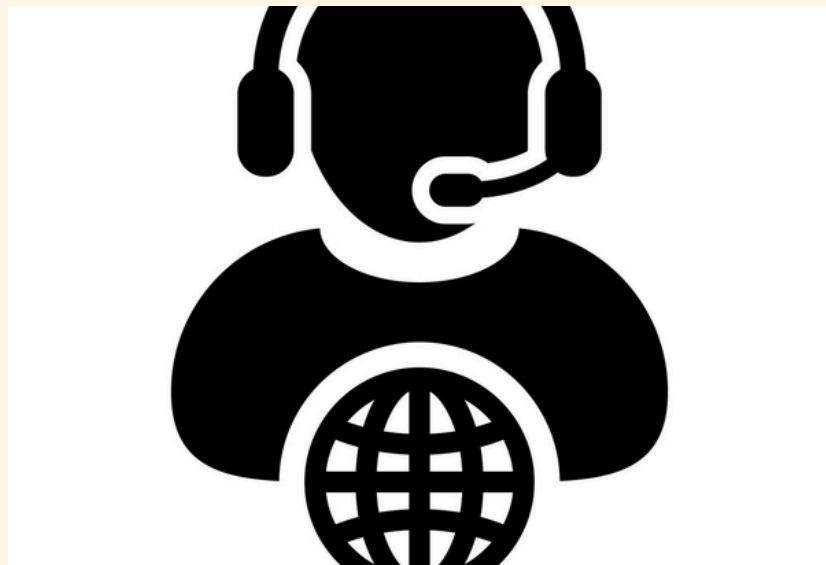
As a highly organized Administrative Professional with five years of experience, I excel in optimizing operational efficiency and elevating customer service standards. With strong organizational, communication, and problem-solving skills, I ensure fast, accurate, and dependable data management, even under tight deadlines. Let's collaborate to achieve exceptional outcomes.



CHERRY LYN CATALUÑA
VA

work **EXPERIENCE**

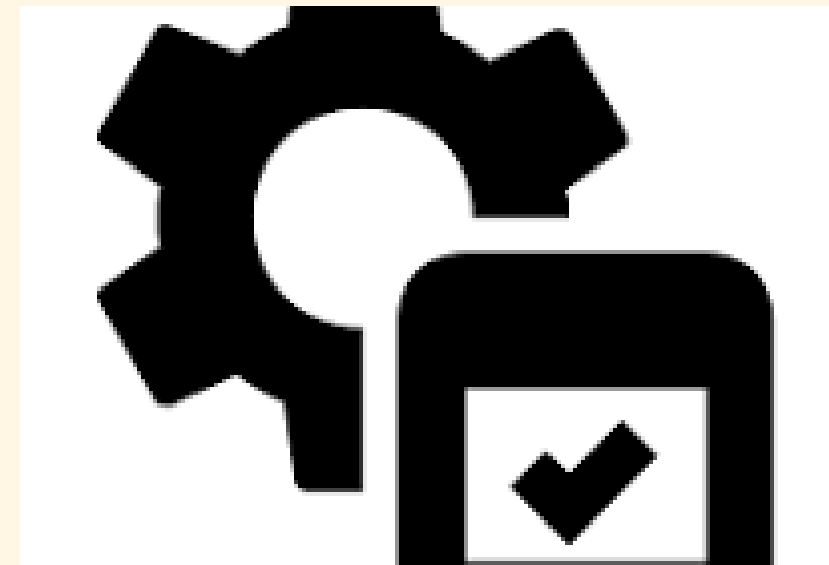
Working as a Medical Virtual Assistant at Combined Insurance



Customer Service Support



Claims adjsuter



Administrative Assistant

project **PORTFOLIO**

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.

01

Managing Policyholder's Information.

02

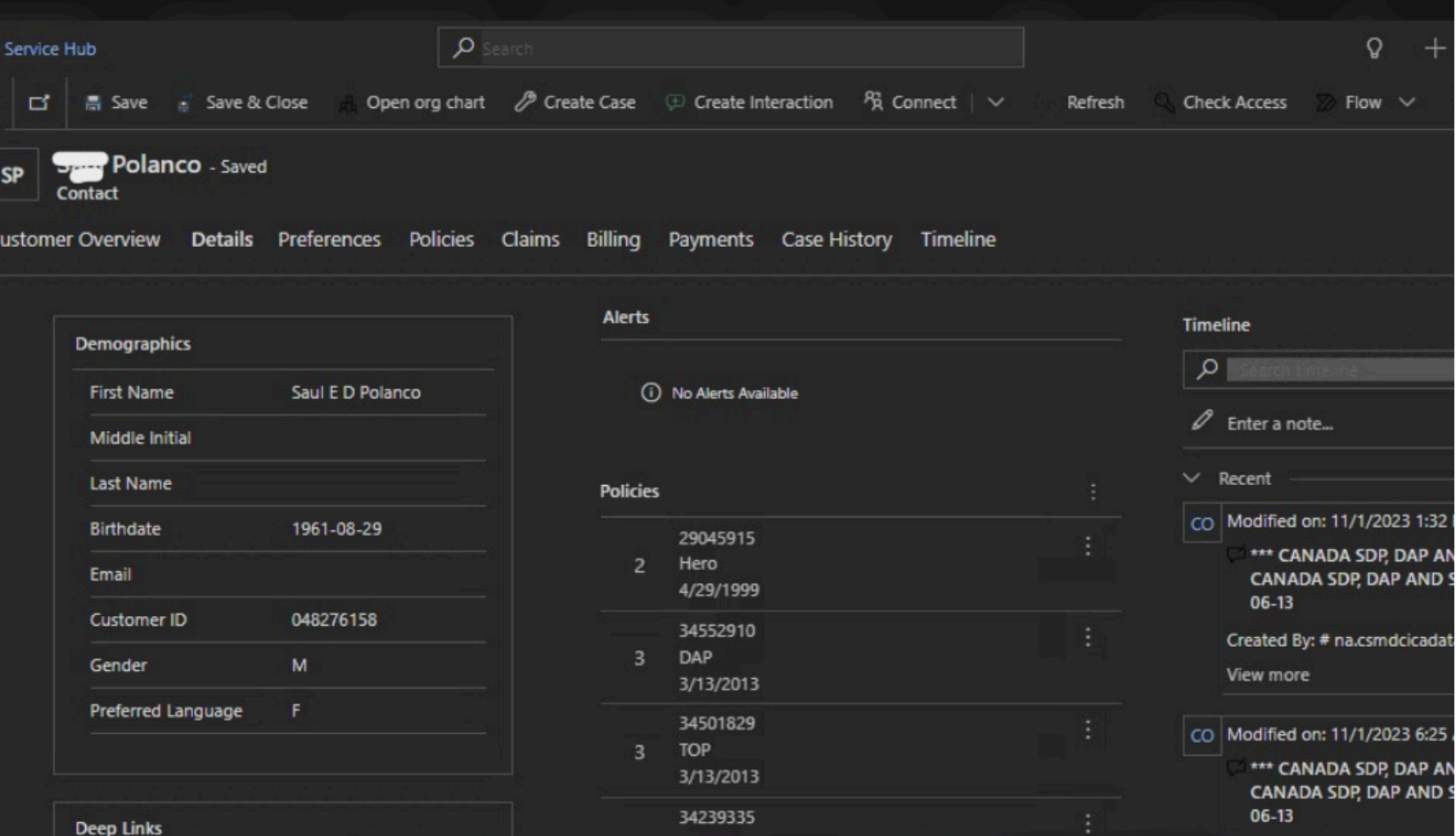
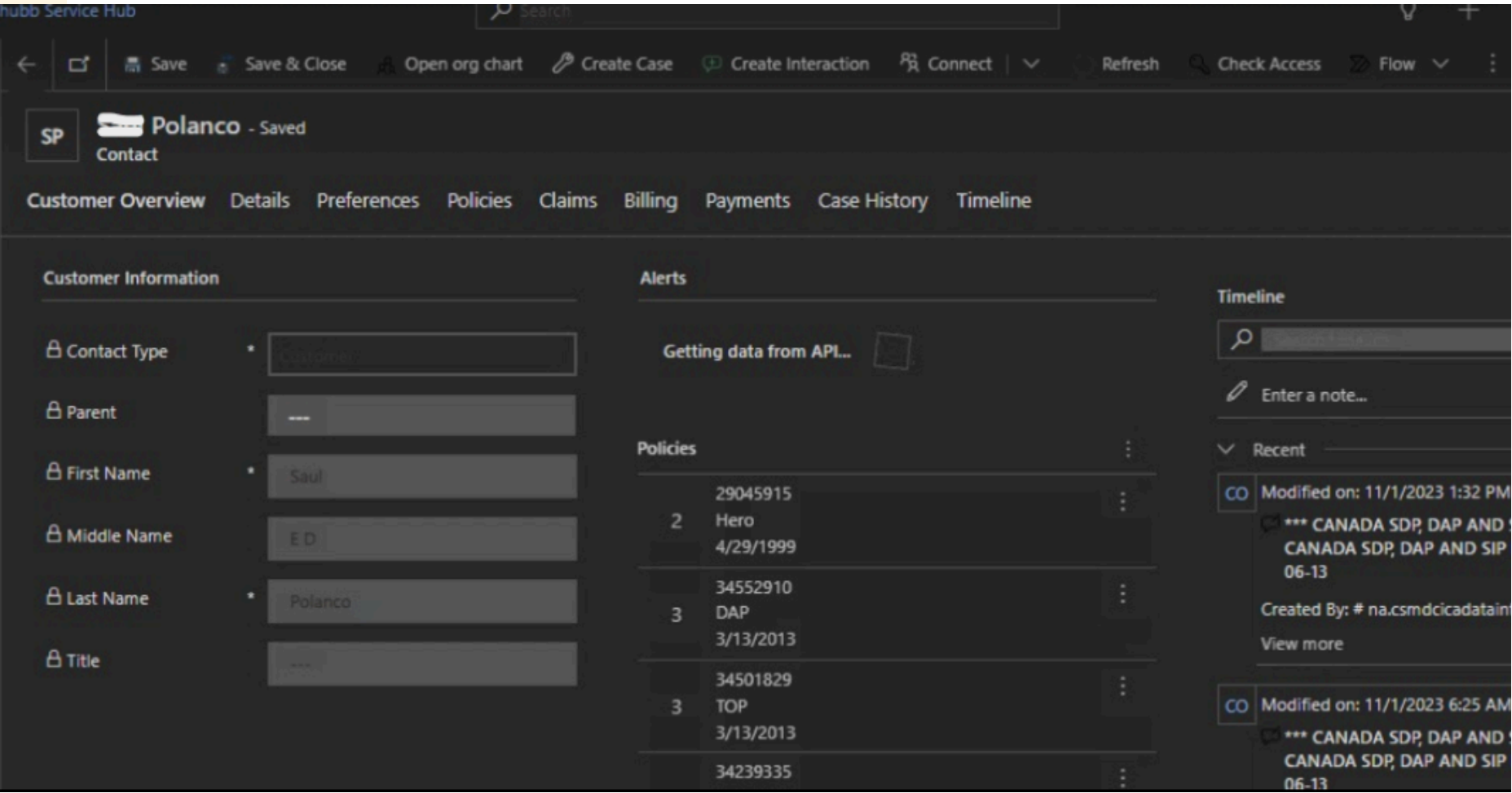
Follow up with policyholders to process the claim via mail, email, and phone call.

03

Process the claims according to established requirements

"ESTABLISHING SECURE DATA MANAGEMENT PROTOCOLS FOR POLICYHOLDER INFORMATION"

The first step in managing policyholder information is to establish security measures to protect the data from unauthorized access and ensure compliance with relevant data protection regulations. This is where gather their information; contact, mailing address, phone numbers, and email.



ENSURING SEAMLESS CLAIMS PROCESSING THROUGH PROACTIVE POLICYHOLDER FOLLOW-UP

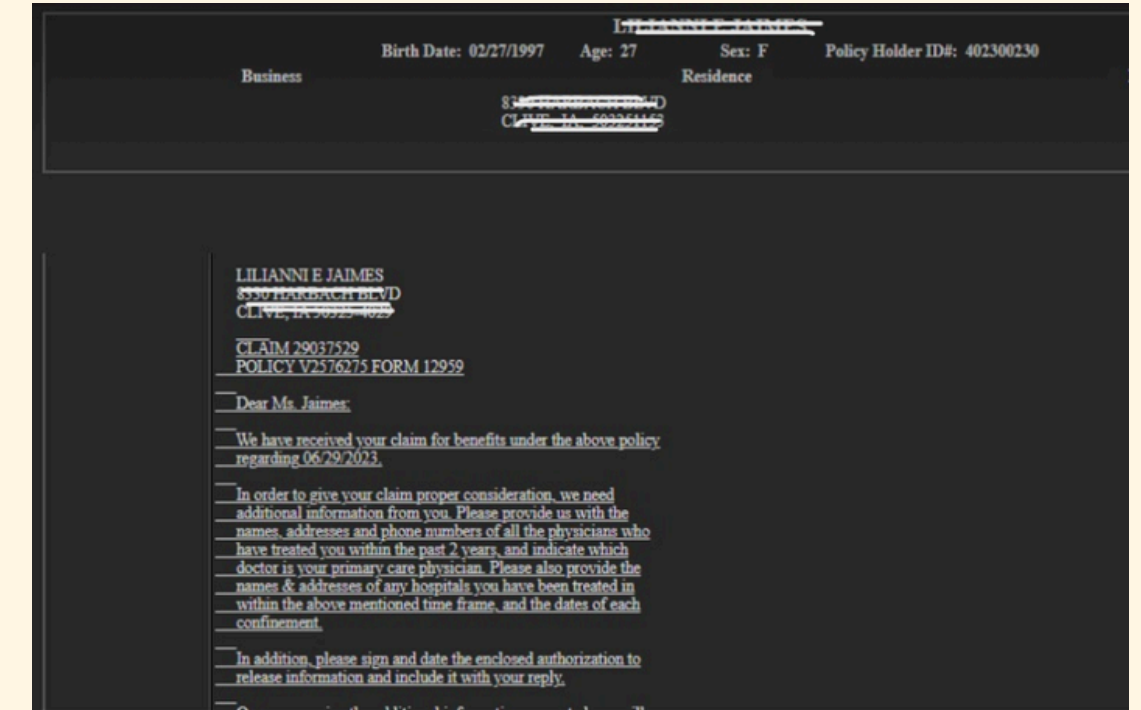
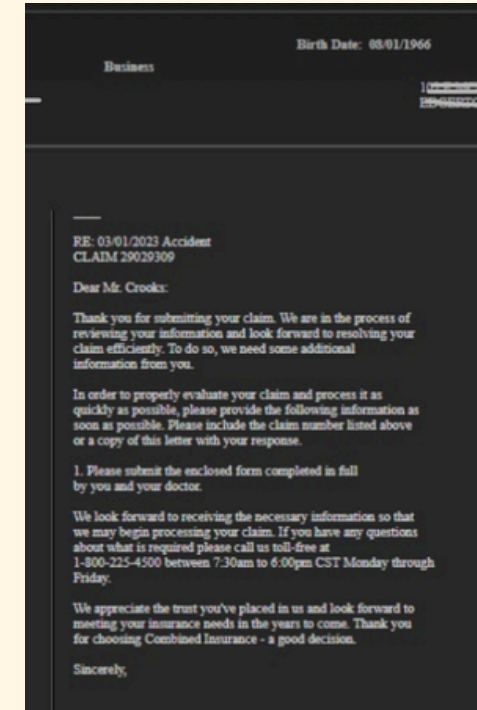
Following up with policyholders to process their claims is an essential step in providing excellent customer service and fulfilling the obligations of the insurance company. This involves promptly contacting policyholders after a claim has been submitted to gather any additional information needed, provide updates on the claim's status, and address any questions or concerns they may have. Effective communication and timely follow-up help ensure a smooth and satisfactory claims experience for policyholders.

L. C CREDLE					
Age: 40		Sex: F		Policy Holder ID#: 391698181	
Residence					
DR NY, 109503905			5 CUNNINGHAM DR MONROE, NY, 109503905		
<i>Claim Permanent Person Note</i>					
<i>Claim Listings</i>					
Category	Nature	Disposition	Amount	ADJ.#	Name
BCLAIM/ALL OTHER	FEMALE GENERATIVE DISEASES	NEW CLAIM-NO PAYMENT/DENIAL	\$0.00	R79	CHERRY CATA
WEBCLAIM HEALTH SCREENING	PHYSICAL EXAM	INCOMPLETE WEB CLAIM	\$0.00	D18	COMBINE
BCLAIM/ALL OTHER	FEMALE GENERATIVE DISEASES	FINAL	\$2,000.00	NGM	DONNA PEL
BCLAIM/ALL OTHER	FEMALE GENERATIVE DISEASES	FINAL	\$2,000.00	NG6	R STALTE

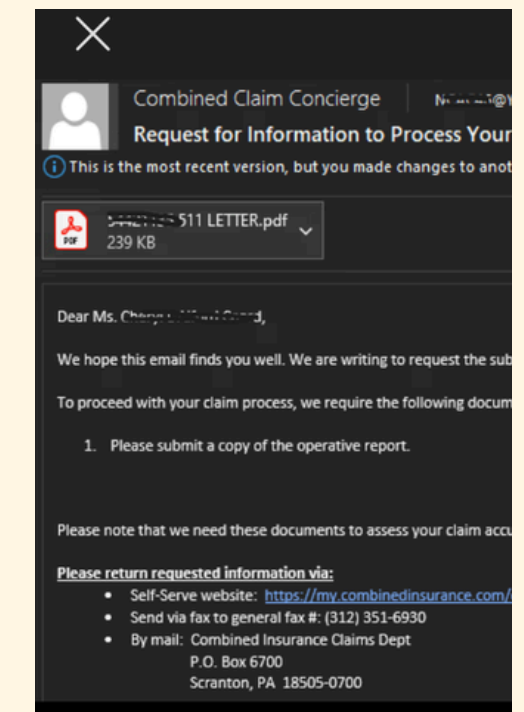
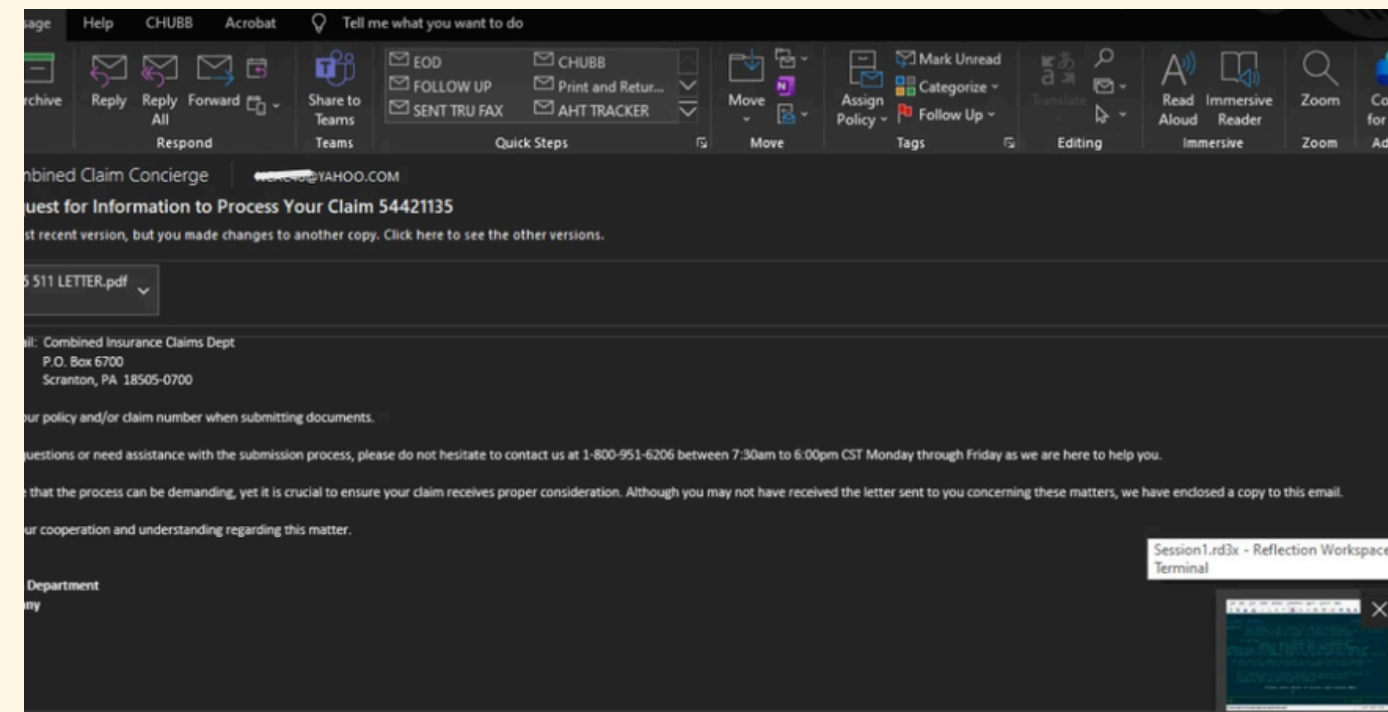
Samples

CREATING LETTERS TO SEND THROUGH MAILING ADDRESSES

When crafting letters for policyholders, ensure clarity and personalization in the content, addressing them by name and tailoring the message to their specific needs. Clearly outline any necessary actions and provide contact information for further assistance. Format the letter professionally, proofread diligently, and send it through the mail with accuracy and attention to detail.



by physical mail



via email

EFFICIENT DATA MANAGEMENT WITH MICROSOFT OFFICE SUITE: LEVERAGING EXCEL, ACCESS, OUTLOOK, WORD, AND SHAREPOINT

Monitoring data using Microsoft Office, utilizing Excel for data organization, analysis, and visualization. Access is used for database management and querying. Outlook can be utilized for communication and alerts related to data updates. Word can document data findings, and SharePoint enables collaboration and centralized access to data resources.



work

SAMPLES

Tools used for data gathering, tracker and timesheet.

Product Type	ADJ	Entity	letter	1st touch	1st follow	5th	15th	Claim Status
Accident		Policyholder	11/4/2023	12/4/2023	12/19/2023			Completed
Sickness		Policyholder	12/5/2023	12/5/2023	12/5/2023	12/5/2023	12/5/2023	
Wellness	York Co	Yahn, Edwina E	Created Date	11/9/2023	12/4/2023	11/15/2023	12/6/2023	Completed
Sickness		Policyholder	12/5/2023	12/6/2023	12/19/2023	1/3/2024	1/24/2024	Completed
Accident	York Co	Maccue, Kathleen	Created Date	12/5/2023	12/6/2023	12/19/2023	1/3/2024	Completed
Sickness		Policyholder	12/5/2023	12/6/2023	12/19/2023	1/3/2024	1/24/2024	Completed
Sickness		Policyholder	11/9/2023	11/8/2023	11/19/2023	1/9/2024		For 3rd Follow Up
Sickness		Policyholder						For 3rd Follow Up
Sickness		Policyholder						For 3rd Follow Up
Wellness	York Co	Ware, Arletha	12/07/2023	12/7/2023	12/13/2023	12/19/2023	1/5/2024	Completed
Wellness		Policyholder	12/7/2023	12/7/2023	12/13/2023	12/19/2023	1/9/2024	Completed
Sickness	York Co	Diaz, Sulay D	12/07/2023	12/7/2023	12/13/2023	12/19/2023	1/9/2024	Sent Items - Cherry.Cataluna@combined.com
Sickness	York Co	Diaz, Sulay D	12/07/2023	12/7/2023	12/13/2023	12/19/2023	1/5/2024	
Accident	New York	Carlin, Mariah	Created Date	12/8/2023	12/13/2023	12/19/2023	1/4/2024	1/7/2024
Wellness	York Co	Palton, Donna M	12/06/2023	12/6/2023	12/13/2023	12/19/2023	1/7/2024	1/7/2024

What	What	Case	What	Claims Sub Type	Critical	Which	POK	Com
Philippine Adjustor F ROBERTO T8604668	Yes	54432310 ANTONET	Claims	Action Needed	PH IS ASK	Claims	Cherry	
Philippine Adjustor F RICK L B0172496711	Yes	29047854 NAKESHA I	Claims	Action Needed	WHO CALL	Claims	Cherry	
Philippine Adjustor F ELIZABETH T5661238	Yes	29049135 CAROLYN T	Claims	Action Needed	NOTES	Claims	Cherry	
US Adjustor F Have Hub C0189934	Yes	80069763 Reina Del	Claims	Action Needed	Have Hub	Claims	Cherry	
US Adjustor F AUDRA G11 V1698758	Yes	29002092 XAVIER RE	Claims	Manager Evaluation	PH NOT P	Claims	Cherry	
US Adjustor F ANTHONY V1458338	Yes	28782013 74W	Claims	Manager Evaluation	AGENT CAI	Claims	Cherry	
US Adjustor F Lenelle D I W096315	Yes	71280288 Katrice Ro	Claims	Manager Evaluation	Policyholi	Claims	Cherry	
Mexico Adjustor F Barbie Ma T7278571	Yes	29039995 89 Victor	Claims	Manager Evaluation	AGENT CO	Claims	Cherry	
Philippine Contact G RAYMOND T3874621	Yes	29039483 MONIQUE	Claims	Action Needed	WHO CAL	Claims	Cherry	
Philippine Adjustor F INEZ SMIT T4066163	Yes	29044384 CHERY C	Claims	Manager Evaluation	WHO INEZ	Claims	Cherry	
US Adjustor F WILLIAM T8996583	Yes	29044287 204 LISA E	Claims	Manager Evaluation	DOCS REC	Claims	Cherry	
Mexico Adjustor F JANICE CA V2050151	Yes	29056315 209	Claims	Action Needed	OVER 10	Claims	Cherry	
Mexico Adjustor F MARLIN E R6233199	Yes	29046886 ASHLEY HI	Claims	Manager Evaluation	PH has no	Claims	Cherry	
Philippine Adjustor F MAUDIE D R7476750	Yes	29047545 394ANNA	Claims	Action Needed	WHO M	Claims	Cherry	
Mexico Adjustor F ISMAEL BC P8168386	Yes	29051084 ANNACAR	Claims	Action Needed	PH submit	Claims	Cherry	
Philippine Adjustor F GEORGE A R698680	Yes	29044138 XAVIER RE	Claims	Manager Evaluation	WHO GEO	Claims	Cherry	
US Adjustor F Cintia Lain V1797618	Yes	29049375 cant see	Claims	Action Needed	29049375	Claims	Cherry	
Mexico Adjustor F JULIA F JEF T6873023	Yes	54434496 ANGELIA C	Claims	Action Needed	PH would	Claims	Cherry	
US Adjustor F George Vii R698680	Yes	29044138 Xavier Rec	Claims	Manager Evaluation	this is the	Claims	Cherry	
Philippine Adjustor F RICHARD F R8270327	Yes	29040220 394ANNA	Claims	Manager Evaluation	WHO PH	Claims	Cherry	
US Adjustor F K robeson w196370	Yes	71273744 r delgado	Claims	Manager Evaluation	this is the	Claims	Cherry	
US Adjustor F Edward Lo W211206	Yes	71278331 Lakisha R	Claims	Action Needed	Edward Lo	Claims	Cherry	
US Adjustor F ANTONY EDU 1000	Yes	71280162 JOURNAL	Claims	Action Needed	G CLAIM	Claims	Cherry	
Mexico Adjustor F Virginia B V0927541	Yes	29055781 NORMA B	Claims	Action Needed	no update	Claims	Cherry	

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Mexico Adjustor F Virginia B V0927541	Yes	29055781 NORMA B	Claims	Action Needed	no update	Claims	Cherry	

Follow-up Status: 1st Follow-up

Number: []

Policy Holder: []

Status: [] 1st Follow-up: []

Letter sent: [] Method of letter sent: []

Generate Notes [] Clear Notes []

REMEMBER: PLEASE MAKE SURE ALL REQUIRED FIELDS ARE POPULATED

Sent Items - Cherry.Cataluna@combined.com - Outlook

Reply All [] Forward []

Share with [] EOD [] CHUBB []

CLAIMS FOLLOW-UP []

Reply [] Reply All [] Forward []

Cataluna, Cherry L [CTR] Agao, Don [CTR]; Ablanida, Jayson [CTR]

AHT TRACKER 11/9

Cc: Ablanida, Jayson [CTR]

Yellow Data - NorthAm

AHT TRACKER.1sm 455 KB

Cherry Lynn Cataluna

Combined Claims Department
Insurance Company of America, a Chubb Company
P.O. Box 6700
Scranton, PA 18505-0700
T+1 (800) 225-4500 | F+1 (312) 351-6930

Let's chat! I'm detailed, organized, and always meet deadlines. With a positive attitude and strong work ethic, I'm ready to tackle any task. I learn quickly and am confident I can handle the job. Let's work together

catalunacherrylyn@gmail.com
<https://www.linkedin.com/in/catcherr/>
<https://myprofile.ph/catcherry/>