



Ian Cedrick Mora

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SUMMARY

Results-driven Customer Service Representative with experience at Optum, United Healthcare, specializing in managing high-volume interactions across phone, email, and chat. Skilled at simplifying complex healthcare information, achieving first-call resolution, and maintaining compliance with service standards. Recognized for clear communication, empathy, and problem-solving that consistently improve customer satisfaction. Committed to professional growth with aspirations toward senior representative and quality analyst roles.

SKILLS

- Customer Service & Client Relations
- First-Call Resolution & Issue Management
- Healthcare Communication
- Conflict Resolution & De-escalation
- CRM Tools (Salesforce, Zendesk)
- Multichannel Support (Phone, Email, Chat)
- Team Collaboration & Training
- Strong verbal and written communication
- Active Listening and empathy
- Multi-tasking and time management
- Team Collaboration
- Computer Literacy
- Analytical Thinking

WEBSITES AND SOCIAL MEDIA LINKS

Facebook: <https://web.facebook.com/Kiaannnn>

LinkedIn: <https://www.linkedin.com/in/iancedrickmora/>

EXPERIENCE

Teacher

Maranatha Christian Academy of Alabang – Aug 2023 – Apr 2024

- Delivered engaging lessons tailored to diverse learning styles and academic needs.
- Maintained open communication with parents and collaborated with faculty to support student development.
- Managed classroom dynamics, resolved conflicts, and fostered a positive learning environment.
- Created instructional materials and integrated basic educational technology to enhance participation.
- Maintained accurate records and used data to inform feedback and interventions.

Customer Service Representative

Optum, United Healthcare - Oct 2025 – Jan 2026

- Handled high-volume customer interactions via phone, email, and chat in a fast-paced healthcare environment.
- Simplified complex insurance and healthcare information for clients, ensuring clarity and satisfaction.
- Focused on resolving issues efficiently on the first call, reducing escalations and improving customer satisfaction scores.

Education

- **Bachelor of Science in Computer Science** – Pamantasan ng Lungsod ng Muntinlupa 📍 Sept 2021 – Jul 2025

Languages

Language	Proficiency
English	Highly Proficient
Tagalog	Native Speaker