



# CARMELLA MAE JAGUNAP

## Nurse/Cust. Success Manager/Project Coordinator

Over the 15+ years that I have worked as a Congressman's Press & Media Officer, A Project Consultant for a Global NGO, in Customer Service, Tech Support, Being a Trainer in the BPO Industry, an All-Around Executive Assistant to the CEO, and as a Customer Success Manager, I have polished my skills in many areas. Apart from the fact that I am well-versed in increasing market shares, I am competent in managing client and contractor relationships. As a matter of fact, I am responsible for increasing my present place of employment's Client base. In addition to this, my successes include repeat business from current clients.

## WORK EXPERIENCE

### CLIENT SUCCESS & RETENTION SPECIALIST

**Azamba MS Dynamics 365**

**November 15, 2022 to March 30, 2023**

- Own the entire relationship with assigned clients, including onboarding, implementation, training, adoption, retention, and satisfaction
- Establish relationships as a trusted and strategic advisor to help ensure the continued value of our products and services
- Develop and maintain customer-success strategies and best practices, as well as customer-support content, with help from the creative team
- Communicate effectively with both internal and external senior managers to better understand customer needs, maximize retention and growth, and share learnings
- Maintain existing customer-success metrics and data as directed
- Serve as day-to-day contact for assigned accounts, building trust and rapport while identifying areas of opportunity, highlighting best practices, and documenting both
- Review the customer journey, determine how it's supported, and use a consultative approach to help clients overcome issues and achieve their goals
- Facilitate interaction and workflow among project team members, including third-party service providers, to ensure timely deliverables
- Collaborate, problem-solve, and/or strategize with team members on upcoming client meetings
- Prepare documentation or visuals of campaign performance for the client; analyze trends in CSAT and NPS scores to identify areas for improvement
- Work with sales and marketing teams to boost customer referrals and develop case studies

### CUSTOMER SUCCESS MANAGER

**The ClearDesk LLC**

**March 21, 2021 to October 30, 2022**

- Build relationships with assigned clients, help them with issues, and continually delight them with a positive, customer-centric attitude. Provide proactive strategy with their assigned customer accounts
- Work with clients to ensure they are leveraging [redacted] effectively and finding value in our services
- Become an expert in the various industries and educate clients on the use and benefits of our products
- Work closely with Sales, Support, Billing, and other Technical teams to ensure an exceptional client experience and take care of any client issues
- Be a client advocate while capturing customer feedback and reporting requests to Product Management and Development
- Efficiently manage time to focus on essential activities to ensure client satisfaction, account renewal, and account growth
- Develop and share best practices with team members to continually improve the quality, effectiveness, and efficiency of our processes
- Maintain a revenue base by managing account retention and renewal
- Drive upgrade revenue through increased product adoption and increased usage

## CONTACT

✉ mellajagunap@gmail.com

☎ +639352968819

📍 Cagayan de Oro City,  
Philippines

## SKILLS

- Project Coordination
- Fundraising Events
- Proposal/Project Implementation
- Press & Media Coordination
- Project Development
- Administrative Tasks
- Operations & Management
- Research & Analysis
- Client Management
- Client Retention
- Client & Customer Success

## EDUCATION

- Bachelor of Science in Nursing  
University of San Agustin Iloilo  
Magna Cum Laude  
Class of 1998  
Captain  
University Debating Team  
Literary Editor,  
The Augustinian Mirror  
Full University Scholar  
4 Years

## Escalation and Recovery Specialist

**UnitedHealthcare/ Optum**

**Benefits and Eligibility Trained**

**Claims trained**

**Key Account Supervisor**

**Communications Trainor**

**July 1, 2018 to November 30, 2020**

- Collaborates with Supervisor Claims Escalation and Manager of Claim Escalation, to report denial trends to ensure proper claim resolution.
- Collaborates with patients, vendors, and internal departments to resolve conflicts on accounts and resolve any outstanding claims for unapplied/unidentified invoices.
- Ensures accuracy in claims escalation (denials management) while adhering to all regulations.
- Ensures adherence to objectives, operating policies and procedures, and strategic action plans for achieving goals.
- Performs a variety of administrative duties including, but not limited to: answering phones, faxing, and filing.
- Responsible for learning the aspects of compliance in the company by completing all mandatory compliance training.
- Able to maintain friendly, cordial relations with all clients and employees; maintains a positive work atmosphere by acting and communicating in a manner that results in a positive work relationship with customers, co-workers, and managers.

## TECHNICAL SUPPORT SPECIALIST 2

**AT&T UVerse**

**UP Ayala Technohub**

**August 15, 2015 to June 15, 2018**

- Over [1] year of experience working as Technical Support 2 and Sales Representative.
- Extensive experience performing Technical Support and Sales Drives.
- Solid knowledge of Advanced Technical Support for US Based Communication Products.
- Trained new agents in Communications.

## PROJECT COORDINATOR

**United Nations Mindanao Area**

**UNICEF**

**UNFPA**

**WFP**

**UNDSS**

**August 1, 2004 to August 1, 2015**

- Development and Management of programs and project plans (sometimes multiple plans) - reviewing the plans regularly to ensure tasks and milestones are being achieved in a timely manner and preparation of governance reports, project status reports, presentations, agendas, logistics, etc.
- Took an active part in the project issue/risk management process, by contributing to the identification and prioritization of existing and potential issues and risks, and helping to develop strategies and controls to mitigate these. Use sound judgment to identify which issues and risks should be escalated to specific groups, and prepare relevant reports/documentation.
- Checked project compliance with Council methodology, and highlight any issues to the Project Manager.
- Provided a skilled facilitation service to support the project teams in achieving these expectations. This means employing effective organizational and administrative processes, together with their knowledge and/or experience of project management smart practices, to facilitate the successful achievement of the project objectives.
- Built and maintained effective relationships with a wide range of people in addition to their own team, including project sponsors, senior managers, stakeholders/customers, other project team members, and managers, external agencies, and vendors.
- Helped build project management capability within the council by collaborating with other staff, coaching and mentoring others, and generally encouraging the appropriate use of project management techniques by others.

## **Press & Media Officer**

**Office of the Congressman  
2nd District of Iloilo**

**April 1, 1998 to June 30, 2004**

- The role entails a wide range of responsibilities, from preparing press releases and organizing press conferences and interviews, liaising media contacts and monitoring media coverage of the Congressman.
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