



# ANA SUMAYANG

LICENSED PROFESSIONAL TEACHER

---

## CAREER GOALS

---

Chasing learning, respectful, hardworking, and passionate about quality work performance. Employs service-oriented behaviors. I aim to secure a new, responsible career opportunity to gain practical experience while consistently contributing to the success of the institution.

---

## ACADEMIC HISTORY

---

### Philippine Normal University

Master of Arts in Educational Leadership and Management (current)

### Polytechnic University of the Philippines

Bachelor in Secondary Education (Major in English)  
*cum laude*

### San Pedro Relocation Center National High School

Salutatorian

---

## SKILLS

---

- ✓ Attention to detail
- ✓ Communication skills
- ✓ Confidentiality
- ✓ Interpersonal skills
- ✓ Organizational skills
- ✓ Problem-solving skills
- ✓ Professional image
- ✓ Work ethic

---

## REACH ME AT

---

📞 09974365363

@ anabeesumayang@gmail.com

---

## EMPLOYMENT CAREER

---

### Claims Representative

Optum Global Solutions | 2023 - present

- Provides expertise or general claims support to teams in reviewing, researching, investigating, negotiating, processing and adjusting claims
- Authorizes the appropriate payment or refers claims to investigators for further review
- Conducts data entry and re-work
- Analyzes and identifies trends and provides reports as necessary

### Medicare & Retirement Provider Services Advocate

Optum Global Solutions | 2021 - 2023

- Answered incoming phone calls from health care providers and identify the type of assistance the provider needs
- Focused on resolving issues, navigating through complex computer systems to identify the status of the issue and provide appropriate response to the provider
- Delivered information and answer questions professionally to facilitate positive relationships with providers and their staff
- Completed documentation necessary to track provider issues and facilitate the reporting of overall trends

### English Teacher

N. T. Language Inc. | 2017 - 2020

- Established rapport with and facilitated learning of business professionals, university students, and young learners
- Collaborated with work colleagues for curriculum development
- Responded professionally to student inquiries and concerns
- Performed other tasks as assigned by management