



SANDRA DA FONSECA RAMOS

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Skills

- MS Office Suite
- I care
- Intellisist
- Know It all
- Languages: English, Spanish, Portuguese, and French
- Data analysis
- Project management
- Team collaboration
- Technical documentation
- Regulatory compliance
- Portfolio management

Professional Experience

Philips Healthcare

Complaint Risk Analyst

10/2022 - Current

- Company Overview: Remote IGTD.
- Investigated and evaluated product complaints and adverse events.
- Leveraged Excel, TrackWise, Power BI, and Qlik Sense to analyze complaint data and identify trends.
- Participated in audits and inspections to uphold standards of FDA, ISO 13485, MDSAP, and EU MDR.
- Collaborated with Quality, Regulatory Affairs, R&D, and IT teams to implement CAPAs.
- Created and distributed training materials to streamline complaint-handling workflows.

Philips Healthcare | Nashville, TN

Dispute Resolution Specialist -Tax

10/2020 - 10/2022

- Resolved disputes and processed invoices, credit memos, and customer deductions.
- Coordinated with AR, sales, and customer service to reconcile claims.
- Managed tax exemption certificates, and supported indirect tax functions.
- Assisted with audit responses and ongoing process improvement initiatives.

Philips Healthcare | Nashville, TN

Quality Assurance Analyst IV

10/2018 - 10/2020

- Top performer in complaint evaluations, handling 75% above target volume.
- Conducted internal audits and presented team metrics to leadership.
- Supported software validation, CAPA activities, and continuous improvement.
- Contributed to FDA and global audit processes.

Acceptance Insurance | Nashville, TN

Auto Liability Claims Adjuster

04/2016 - 09/2018

- Investigated and negotiated settlements for moderate first and third-party liability claims.
- Processed claim payments, reserves, and new claims in the software program.
- Processed claims and adjusted reserves in alignment with corporate policies.
- Translated for Spanish/Portuguese-speaking customers.
- Ensured data accuracy and policy compliance in claim settlements.

- Contacted and interviewed claimants, witnesses, and the insured to get additional information.

Alfa Insurance Company | Brentwood, TN
Auto Liability Claims Adjuster
02/2015 - 04/2016

- Conducted thorough investigations into car accident details.
- Reviewed, researched, and performed edits on claims documentation.
- Managed claims efficiently, assessing liability and loss details.

Asurion | Nashville, TN
Quality Assurance Analyst/Claims
01/2013 - 02/2015

- Audited claims for accuracy and turnaround time; improved team performance.
- Delivered feedback and training based on performance metrics.
- Provided case review responses and process improvement recommendations.

Southeastern Salvage Home Emporium |
Nashville, TN
Receptionist/Admin-Clerical
09/2008 - 07/2013

- Managed payments, refunds, and customer service at point of sale.
- Answered calls, maintained cash drawers, and supported office functions.

Clinical Dental La Paz | Nashville, TN
Receptionist
07/2009 - 07/2011

- Answered phones and directed the caller to the appropriate associate.
- Provided callers with pertinent company information to ensure a positive customer experience.

Super Gigante | Nashville, TN
Customer Service Specialist
01/2007 - 09/2009

- Received payment and issued receipts, refunds, and credits to customers.
- Ensured cash drawers were adequately stocked and inventoried. Greeted customers.

Education

Middle Tennessee State University
Biomedical Engineering, Linguistics
05/2025