Leou Alven Comendador



Deputy Manager, Pharmacy Prior Authorizations at Optum Global Advantage. On the side, builds websites, apps, and digital products as build — Built by Leou.

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Results-driven operations leader with **7+ years** of progressive leadership experience in BPO and healthcare environments, leading **150+ team members**. Proven expertise in **pharmacy prior authorizations**, team development, and process improvement — consistently raising the bar on quality, productivity, and team engagement.

WORK HISTORY

Deputy Manager
April 2026 — Present

OPTUM GLOBAL ADVANTAGE · CEBU CITY · PHARMACY PRIOR AUTHORIZATIONS

Oversees and manages team supervisors while driving daily operations, improving team performance, and ensuring efficient achievement of business goals.

Team Leader / Supervisor
July 2022 — April 2026

OPTUM GLOBAL ADVANTAGE · CEBU CITY · PHARMACY PRIOR AUTHORIZATIONS

Led inbound agents handling provider calls for medication prior authorizations in a compliance-sensitive healthcare environment, driving performance through structured coaching, monitoring, and recognition programs.

Team Leader
May 2019 — July 2022

SYKES ASIA INC. · CEBU CITY · CUSTOMER SERVICE OPERATIONS

Led a customer service team focused on elevating CSAT, analyzing satisfaction data to find root causes and coaching the team with targeted action plans.

PROJECTS · BUILT ON THE SIDE AS BUILD — BUILT BY LEOU

AIR/Rally — Pickleball discovery and booking
LIVE · WEB & IOS

Court discovery, live availability, booking, payments, ranked play, and a social feed.

Next.js · React Native · Expo · Supabase · PayMongo · air-rally.com

13C — Car rental marketplace
LIVE

A branded storefront for every Cebu rental business, with bookings, chat, and e-signed contracts.

Next.js · Supabase · PayMongo · 13c.online

Prior Authorization EMR
INTERNAL TOOL

Imports the weekly performance workbook and checks every KPI against its threshold.

Next.js · TypeScript · Supabase · Drizzle ORM

KASSIX POS
LIVE

Point of sale for any device, where every sale runs as a single Postgres transaction.

Next.js · Supabase · PostgreSQL · Zod

Fat Fueled
CLIENT · LIVE

Marketing site for an endurance coaching brand with a server-validated enquiry form.

Next.js · Framer Motion · Brevo

KEY ACCOMPLISHMENTS

01 Six Sigma Yellow Belt

Certified practitioner applying process improvement in healthcare operations to reduce cost and rework.

02 Bright Ideas Initiative

Multiple Bright Ideas that generated thousands of dollars in Quality Net Income (QNI).

03 Automation & Efficiency

Consistently improved NPS, AHT, Quality, and Accuracy at team level.

04 Client Websites, Shipped

APRRC '27, Roll Up Cinnamons, Fat Fueled — plus AIR/Rally on web and the App Store.

CORE COMPETENCIES

LEADERSHIP & PEOPLE

People Management · Coaching & Mentoring · Performance Evaluation · Team Engagement & Culture · Conflict Resolution

OPERATIONS & STRATEGY

Work Planning & Prioritization · Process Improvement · Problem-Solving · Data-Driven Decision Making · Compliance Management

FRONTEND

Next.js · React · TypeScript · Tailwind CSS · Vite · Radix UI · Framer Motion · Zustand · TanStack Query · Recharts

MOBILE

React Native · Expo · Skia · Swift · SwiftUI · SwiftData · WidgetKit

BACKEND & DEPLOY

Supabase · PostgreSQL · Prisma · Drizzle ORM · Auth.js · PayMongo · Brevo · Vercel

TOOLS

Microsoft Excel (Advanced) · MS Office Suite · Workforce Management Systems