

Halie Kertzmann

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EXPERIENCE

SENIOR EMPLOYEE ADVOCATE

San Francisco, CA

12/2013 – present

- Provide day to day support to the Employee Advocate with questions specific to client knowledge system, Trion Interaction Management System (TIMS), etc
- Perform supervisor duties in the absence of the supervisor
- Provide professional communication and personalized service
- Perform other duties or special projects as assigned
- Mentor, guide, coach, and train Employee Advocates
- Remain up to date with continuous education through meetings, mentoring, peer feedback and Trion University
- Research, identify and resolve issues

SENIOR PARTNER ADVOCATE

Los Angeles, CA

09/2008 – 07/2013

- Effectively troubleshoot and resolve partner-raised support cases using our incident management tool, Zendesk
- Identify and remediate opportunities for process improvement
- Provide regular coaching to Partner Advocates in your region
- Maintain knowledge of case statistics for your region through incident management statistical reporting
- Call-out new information and collaborate with your fellow Partner Advocates on a consistent basis
- Problem Solving/Judgment
- Act as primary support team contact in your region

SENIOR CARE ADVOCATE

Boston, MA

02/2004 – 04/2008

- Provide and model recovery - oriented practices in working with allied systems and providers and with individuals who have mental health challenges
- Performing care management activities to ensure that patients move through the continuum of care efficiently and safely
- Assists with the development of treatment plans
- Refers patients to disease management or case management programs
- Documents activities according to established standards
- Document and provide ongoing review of all clinically high risk or high profile situations
- Works with less structured, more complex issues

EDUCATION

UNIVERSITY OF DELAWARE

Bachelor's Degree in Behavioral Health

SKILLS

- Proficient in time management; the ability to organize and manage multiple priorities
- Excellent customer service skills
- Ability to resolve conflict management within a direct customer service environment
- Ability to communicate with different business areas and levels of the organization
- Computer proficiency in Microsoft Word, Excel and Outlook
- Ability to bring clarity to ambiguous situations
- Ability to coordinate efforts between the appropriate operational or business teams, involving appropriate business resources while often influencing without authority
- Strong analytical and problem solving skills
- Able to perform a variety of duties, often changing from one task to another of a different nature, with impending deadlines and/or established timeframes
- Able to establish and maintain a cooperative working relation