

Jessica Claire

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Professional Summary

Customer service specialist driven to exceed sales goals and build long term relationships with customers. Delivers positive experiences through high-quality customer care.

Skills

- Exceptional communication skills
- Microsoft office proficient
- Creative problem solver
- POS systems expert
- Types 55 WPM
- Proficient in cash management
- Strong client relations
- Team player

Work History

Advocate, 10/2015 to Current

Inova Federal Credit Union – Elkhart, IN

- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Work with support resources to resolve member issues.
- Intervene with care providers on behalf of member to assist with appointment scheduling.
- Respond to and resolve member calls in regards to benefits, eligibility, claims, and financial spending accounts.
- Directed calls to appropriate individuals and departments..
- Achieved appointment setting goals and service performance requirements of 30% by making sure that all members were scheduled for mammograms, wellness exams, and colonoscopy's.

Exhibitor/ VIP Specialist , 02/2014 to 10/2015

Marriott International – Maumee, OH

- Provided an elevated customer experience to generate a loyal clientèle.
- Process 100+ email requests per day
- Politely assisted customers in person and via telephone.
- Responsible for taking inbound calls as well as making outbound campaign calls
- Help customers identify the hotel that best suits their needs by providing my vast knowledge of the facilities that were contracted
- Built long-term customer relationships and advised customers on purchases and promotions.
- Provide assistance during check-in at the hotel desk during work travel.
- Successfully acquired an average of 30 new customers per month, generating a 6% growth in revenue.

Waitress, 10/2010 to 02/2014

Avalon Health Care Group – West Haven, UT

- Assisted customers with food selection, inquiries and order customization requests.
- Provided friendly customer service to diverse clientele.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Promotion and selling of merchandise.
- Implemented marketing strategies which resulted in 10% growth of customer base per month
- Operated a POS system to itemize and complete an average of 50-60 customer purchases per day

Medicaid Biller, 08/2008 to 04/2009

Dallas Independent School District – City, STATE

- Medicaid billing, as well as Medicaid look-up.
- Interacted with providers and other medical professionals regarding billing and documentation policies, procedures and regulations.
- Performed billing and coding procedures for ambulance, emergency room, inpatient and outpatient services.
- Provide problem solving solutions for questions about Healthcare coverage.
- Reviewed medical records for completeness and filed records in alphabetic and numeric order.

Education

High School Diploma: 2009

Townview Magnet Center - Dallas, Texas