

Jessica Claire

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SUMMARY

Seasoned Patient Advocate successful at resolving conflicts, managing multiple simultaneous responsibilities and building strong relationships.

Calm **customer service representative** with **13** years of experience assisting customers using active listening and customer needs assessment to offer targeted solutions. Consistently friendly and professional when handling diverse customer needs in high-volume call center environments. Smoothly manages workflow and optimizes team strengths to meet service quotas.

SKILLS

- Interdepartmental collaboration
- Compassionate client care
- Personable nature
- Technical assistance
- Proactive problem solving
- Report generation
- Inbound and Outbound Calling
- Problem-solving abilities
- Retail sales customer service
- Adaptive team player
- Courteous demeanor
- Claims processing
- Conflict mediation
- Client documentation
- Reporting
- Team Supervision
- Staff development
- Issue resolution
- Issue and conflict resolution
- Working collaboratively

EXPERIENCE

PATIENT CARE ADVOCATE 05/2005 to 05/2018

Giant Eagle | Bridgeville, PA

- Provided knowledgeable and compassionate service in response to patient questions and concerns.
- Helped patients understand care, coverage and payment responsibilities and rights.
- Worked with patients to appeal insurance decisions and coordinated with providers to resolve problems.
- Liaised with staff from diverse hospital departments to bring about effective resolutions to range of issues.
- Explained policies, procedures and services to patients.
- Addressed patients' complaints-head on, investigated concerns and worked with medical staff to devise solutions.
- Analyzed accuracy and completeness of patient documents such as insurance claims, medical bills and legal paperwork.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Documented conversations with customers to track requests, problems and solutions.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.
- Upheld strict quality control policies and procedures during customer interactions.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.

RETAIL SALES ASSOCIATE CASHIER 06/2004 to 05/2005

Vail Resorts | Franconia, NH

- Maintained sales floor by restocking shelves, updating pricing information and managing inventory.
- Followed company safety regulations to maintain safe work environment.
- Operated cash register by adhering to POS system processes and procedures when ringing sales and tendering correct change and receipts.
- Escalated customers' complaints or inquiries to management for immediate investigation and resolution.
- Reported suspicious behavior, incidents and theft to support loss prevention.
- Maintained clean, orderly and well-stocked register area.
- Engaged customers with friendly smile and knowledgeable support to promote sales and build loyalty.
- Kept store presentable with regular cleaning and organization.
- Processed customer purchases and returns via cash and credit card.
- Built relationships with repeat customers to encourage loyalty.
- Stocked merchandise and completed sales floor recovery tasks to maintain readiness for new customers.
- Counted cash at end of shift and prepared bank deposits.
- Trained new team members in cash register operation, stock procedures and customer services.
- Met all physical requirements with regular standing, lifting and reaching to move heavy boxes and full merchandise racks.
- Delivered consistent and dedicated service through front-end customer engagement.
- Learned roles of other departments to provide coverage and keep store operational.
- Promoted specific item options to drive sales and achieve add-on purchases.
- Modeled customer service best practices to team members to promote positive guest experiences.
- Rectified discrepancies between accounting records and cash drawer by researching daily transactions to pinpoint issues.

SHIFT LEADER 01/2000 to 06/2004

Southwest Key Programs | El Cajon, CA

- Counted cash on hand at shift change and closing to determine shortages or overages and prepare bank deposit statements.
- Delegated tasks to employees and monitored activities and task completion.
- Supervised, motivated and led employees to maintain productivity and customer service levels.
- Upheld company standards and compliance requirements for operations and cleanliness.
- Complied with company safety procedures, policies and regulations to promote safe working environment.
- Positioned skilled staff in key areas throughout shift to optimize department productivity.
- Resolved customer complaints and reported issues to senior management.
- Completed opening and closing duties to facilitate business operations.
- Provided coaching and reinforced standards to foster superior performance from crew members and others throughout organization.
- Assisted with performance reviews to identify areas of improvement.
- Coached and trained employees and created daily work schedules and assignments to boost efficiency and enhance operations.

EDUCATION AND TRAINING

High School Diploma 06/2003

Coon Rapids Highschool, Coon Rapids, MN