


# Kelly Jabba

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 kellyjabba@email.com

 Pittsburgh, PA

## Summary

Results-driven call center representative with 11 years of experience in healthcare support. Proven record of providing empathetic and compassionate support to patients and their families.

## Skills

- Coaching and mentoring
- Analyzing performance data
- Setting vision and KPIs
- Hiring and training
- Communicating effectively
- Leading through change

## Education

**Columbus State  
Community College**  
2010  
Associate Degree  
(Business Administration)

## Certifications

**Certified Healthcare  
Customer Service Rep**

- Trained on best practices and HIPAA compliance

**Medical Coding certification**

- Trained on 3M coding software

## Experience

**Healthcare Call Center Representative**

Renko Health

2017 — 2023

- Provided customer service for healthcare organizations through multiple channels (phone, email, messaging)
- Monitored prescription orders from end to end: filling, shipping, tracking, and delivery
- Researched issues and created out-of-the-box solutions

**Customer Service Representative  
(Healthcare)**

Big Bear Health Solutions

2012 — 2017

- Responded to incoming calls and emails related to insurance inquiries, coverage, and prescriptions
- Assessed customers' issues and connected them with the appropriate department
- Provided information on healthcare benefits, mail-order programs, and in-network and out-of-network pharmacies