

Kelly Jabba



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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