

Professional Summary

Knowledgeable and is a dedicated customer service professional with an extensive Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Deliver a strong communication and problem resolution skills to each customer issue. Solid history of surpassing productivity and quality targets in high-volume settings. Skillful in building long-lasting, loyal customer relationships. Astute Call Center professional offering polished communication skills. Brings excellent organizational skills and talent for overcoming customer objections. Self-motivated and true team player.

Skills

- Multitasking and Prioritization
 - POS Systems and Ordering Platforms
 - Verbal and Written Communication
 - Customer Account Management
 - Understanding Customer Needs
 - Building Customer Trust and Loyalty
 - Excellent Attention to Detail
 - Call Volume and Quality Metrics
- Creative Problem Solving
 - Data Entry and Maintenance
 - Calm and Professional Under Pressure
 - Exceeding Customer Expectations
 - Self-Motivated
 - Teamwork and Collaboration
 - Insurance coverage verification

Work History

Claims Customer Service Representative, 01/2022 to Current

Iron Mountain – Indianapolis, IN

- Initiated outbound customer calls to review policy reviews and late payments to avoid lapse in coverage.
- Maintained current product knowledge to meet customer needs and increase sales.
- Answered incoming phone calls to articulate product value to prospective customers and support current policyholders.
- Submitted claims and initiated damage appraisal to facilitate claims process for policyholders.
- Reviewed outstanding requests and redirected workloads to complete projects on time.
- Calculated adjustments, premiums and refunds.
- Made contact with insurance carriers to discuss policies and individual patient benefits.
- Notified insurance agents and accounting departments of policy cancellations and changes.
- Maintained confidentiality of patient finances, records and health statuses.
- Checked documentation for accuracy and validity on updated systems.
- Maintained strong knowledge of basic medical terminology to better understand services and procedures.
- Posted payments to accounts and maintained records.
- Reviewed 20 patient cases per week and verified insurance coverage information

Document Scanner, 06/2020 to 11/2021

Red Gold – Alexandria, IN

- Inputted settings onto scanner computer screen by manipulating mouse or typing from keyboard.
- Proofread filenames, titles and submittal details to streamline submittal and avoid rejection.
- Carefully reviewed all documents and reports for completeness and accuracy.
- Scanned, filed and transmitted various documents and adhered to digital filing procedures.
- Scanned documents and saved in database to keep records of essential organizational information.
- Sorted documents and maintained organized filing process.
- Handled Open Mail to sort for Medicaid and Medicare Documents.
- Carefully reviewed all documents and reports for completeness and accuracy

Crew Leader, 09/2016 to 11/2021

The Gallery Sportsman's Club – Lakewood, CO

- Implements daily goals for crew members
- Ensuring all daily tasks are met
- Organize and set team meetings, and set goals for crew members
- Received yearly bonuses for exceeding goals
- Received award for Crew Leader of month.
- Discussed daily work requirements with crew and assigned skills-based tasks to enable completion of work.
- Trained employees in time management and proper ways to complete job duties.
- Monitored overall team and individual employee performance and compiled data into project reports for supervisor.
- Mitigated onsite issues by patiently listening to employee complaints and finding appropriate methods for resolution.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Supervised crew of 15 employees in general maintenance and asphalt patching

Retail Associate, 06/2019 to 07/2020

Leidos – Monterey, CA

- Communicates effectively and appropriately
- Summarize analysis, develop conclusions, and make recommendations
- Produce successful results in maintaining positive attitude
- Received numerous managers, and customers commending for outstanding and speedy services
- Meet and Exceeded performance goals
- Organized store merchandise racks and displays to promote and maintain visually appealing environments.
- Supported loss prevention goals by monitoring shopper behavior.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Helped customers complete purchases, locate items and join reward programs.
- Informed customers of current store promotions to encourage additional sales purchases.

Administrative Assistant, 06/2015 to 06/2016

Dillon SC, Woods Investments – City, STATE

- Handled incoming calls, greeting clients and visitors
- Managing filing system and retrieving documents when requested
- Monitor level of supplies and handle shortages
- Updated paperwork, maintain documents, created and edited spreadsheets
- Accomplishments:
- Exceeded in customer service
- Meet and Exceeded performance goals
- Restocked supplies and placed purchase orders to maintain adequate stock levels.
- Scheduled office meetings and client appointments for staff teams.
- Organized weekly staff meetings and logged minutes for corporate records.
- Monitored supervisor's work calendar and scheduled appointments, meetings and travel.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Supported efficient meetings by organizing spaces and materials, documenting discussions and distributing meeting notes.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors

Education

Certification : Sports And Fitness Administration, 12/2023

National Academy of Sports Medicine - Gilbert, AZ

High School Diploma: 06/2017

Westwood High School - Blythewood, SC

GPA: 3.8

Affiliations

Performance-driven, and consistently shows initiative and versatility in my Customer Service Specialist career with high integrity, strong work ethics, and great leadership skills. Seeking a career with an organization that has stability, opportunities for growth, and advancement. Demonstrates leadership, coaching skills, and effective team player who contributes valuable ideas. Experience and proficient computer software skills. Excellent attention to detail. Prompt and excellent customer service.