

## Customer Service Advocate

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### Objective

Experience performing data entry, and working in a hotel environment. Proficient with Microsoft word, Excel, Power Point, and Internet. Strong customer service focus. Provide enthusiastic, friendly, professional personality. Organized, leadership, communications abilities. Demonstrated ability to multitask. Cashiering and sales receipting experience.

### Skills

Microsoft Office, Troubleshooting, Over The Phone Customer Service, Customer Relationship Management, Billing, Call Center, Customer Service, Computer Repair

### Work Experience

#### Customer Service Advocate

##### ABC Corporation - 2012 - 2012

- Retain the existing customers by building rapport and providing customer satisfaction.
- Provided timely solutions of the customer queries, and ensure that the problem does not occur again.
- Verified member demographics, mailed out forms when requested by a member, documented reason for members call.
- Follow up with customers to ensure first call resolution and deliver a positive experience.
- Balance customer expectations with company policies process transactions credit/debit/check position resolutions that best suits the inquiry.
- Performed claim interpretation in addition to claiming adjustments with card transactions.
- Answers telephones by screening and directing patients to the appropriate person.

#### Entry Level Bookkeeper

##### ABC Corporation - 2000 - 2005

- Updated and maintained administrative records such as mailing lists, contact lists, and client information.
- Handled various aspects of check writing, general ledger, billing, accounts receivable, and other reporting functions.
- Greeted public and clients and direct them to the correct staff member received, sorted and distributed incoming mail reviewed resumes/applications and screened candidates to assess potential fit within companies; presented top candidates to the senior recruiter and hiring team.
- Faxed, scanned and copied documents maintained office filing and storage systems performed work related errands as requested such as going to the post office and bank.
- Schedule callbacks to rework bills when there is a possible problem due to the Verizon system.
- Assess data regarding the patients status and provide care as described in the departments policies and procedures manual.
- Assisting customers with making payments to their insurance policies and solving complex billing inquiries.