

Deonte Heathcote

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EXPERIENCE

CUSTOMER SERVICE ADVOCATE LEAD

New York, NY

09/2016 – present

- Familiarity with Network Architectures and network routing concepts
- Consistently meet and exceed daily and weekly call goals for providing touch points for existing customers
- Interact with Director/Manager Level stakeholders and Engineers to drive value realization from services
- Work closely with vendor teams to help transition the current environment to match the customer road map
- Develop and nurture customers to become advocates on behalf of SENS3 and CACI
- Deliver technical product presentations either via web or onsite to reinforce the value of SENS3 services
- Highly motivated self-starter with competitive personality and strong attention to detail

CUSTOMER SERVICE ADVOCATE, ST LUKE S CENTER

Detroit, MI

08/2012 – 03/2016

- Performs miscellaneous billing functions as workload allows
- Analyzes current procedures, bringing suggestions for improvement to the attention of team members and supervisor for consideration
- Answers CBO telephone lines in a timely fashion, and provides callers with a pleasant, courteous and professional reception and guidance on billing questions and/or concerns
- Performs related business office responsibilities as assigned. Maintains courteous and professional relations with other departments and/or employees
- Maintain current knowledge of procedure codes, insurance codes, diagnosis codes and the practice management system
- Maintains all documentation and records in accordance with federal and state regulations
- Takes active role in facilitation team approach to functions within the department

CUSTOMER SUPPORT ADVOCATE

New York, NY

04/2008 – 04/2012

- Drive product change and improvement to make Zendesk the leading support platform
- Proactively look for solutions to problems and propose improvements if something could work better
- Provides management team with any outstanding issues to ensure customer satisfaction consistently
- Provide education and status on customer requests
- Ensures database accuracy, i.e. the customer account detail reflects the most current information for the service request, case or order created
- Utilization of Customer Relationship Management (CRM) applications
- Basic computer knowledge, outstanding typing and 10-key by touch

EDUCATION

NEW YORK UNIVERSITY

Bachelor's Degree in Information Technology Management

SKILLS

- Basic computer knowledge, outstanding typing and 10-key by touch
- Demonstrates ability to manage multiple projects effectively and in a timely manner
- Expert knowledge in French language, both written & spoken
- Ability to multi-task in a high volume fast paced call center environment
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- Proficient in Windows Based applications including Microsoft Office (Word, Excel)
- Good understanding of social media and social media dashboards
- Ability to effectively negotiate and resolve issues and conflicts for internal and external customers
- Expert knowledge in Portuguese language, both written & spoken
- Proficiency in other European languages will be an advantage