

Jessica Claire

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SUMMARY

Seasoned Patient Advocate successful at resolving conflicts, managing multiple simultaneous responsibilities and building strong relationships. Calm customer service representative with 13 years of experience assisting customers using active listening and customer needs assessment to offer targeted solutions. Consistently friendly and professional when handling diverse customer needs in high-volume call center environments. Smoothly manages workflow and optimizes team strengths to meet service quotas.

SKILLS

- Interdepartmental collaboration
- Compassionate client care
- Personable nature
- Technical assistance
- Proactive problem solving
- Report generation
- Inbound and Outbound Calling
- Problem-solving abilities
- Retail sales customer service
- Adaptive team player
- Courteous demeanor
- Claims processing
- Conflict mediation
- Client documentation
- Reporting
- Team Supervision
- Staff development
- Issue resolution
- Issue and conflict resolution
- Working collaboratively

EXPERIENCE

PATIENT CARE ADVOCATE

05/2005 to 05/2018

Giant Eagle | Bridgeville, PA

- Provided knowledgeable and compassionate service in response to patient questions and concerns.
- Helped patients understand care, coverage and payment responsibilities and rights.
- Worked with patients to appeal insurance decisions and coordinated with providers to resolve problems.
- Liaised with staff from diverse hospital departments to bring about effective resolutions to range of issues.
- Explained policies, procedures and services to patients.
- Addressed patients' complaints-head on, investigated concerns and worked with medical staff to devise solutions.
- Analyzed accuracy and completeness of patient documents such as insurance claims, medical bills and legal paperwork.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Documented conversations with customers to track requests, problems and solutions.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.
- Upheld strict quality control policies and procedures during customer interactions.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.

RETAIL SALES ASSOCIATE CASHIER

06/2004 to 05/2005

Vail Resorts | Franconia, NH

- Maintained sales floor by restocking shelves, updating pricing information and managing inventory.
- Followed company safety regulations to maintain safe work environment.
- Operated cash register by adhering to POS system processes and procedures when ringing sales and tendering correct change and receipts.
- Escalated customers' complaints or inquiries to management for immediate investigation and resolution.
- Reported suspicious behavior, incidents and theft to support loss prevention.
- Maintained clean, orderly and well-stocked register area.
- Engaged customers with friendly smile and knowledgeable support to promote sales and build loyalty.
- Kept store presentable with regular cleaning and organization.
- Processed customer purchases and returns via cash and credit card.
- Built relationships with repeat customers to encourage loyalty.
- Stocked merchandise and completed sales floor recovery tasks to maintain readiness for new customers.
- Counted cash at end of shift and prepared bank deposits.
- Trained new team members in cash register operation, stock procedures and customer services.
- Met all physical requirements with regular standing, lifting and reaching to move heavy boxes and full merchandise racks.
- Delivered consistent and dedicated service through front-end customer engagement.
- Learned roles of other departments to provide coverage and keep store operational.
- Promoted specific item options to drive sales and achieve add-on purchases.
- Modeled customer service best practices to team members to promote positive guest experiences.
- Rectified discrepancies between accounting records and cash drawer by researching daily transactions to pinpoint issues.

SHIFT LEADER

01/2000 to 06/2004

Southwest Key Programs | El Cajon, CA

- Counted cash on hand at shift change and closing to determine shortages or overages and prepare bank deposit statements.
- Delegated tasks to employees and monitored activities and task completion.
- Supervised, motivated and led employees to maintain productivity and customer service levels.
- Upheld company standards and compliance requirements for operations and cleanliness.
- Complied with company safety procedures, policies and regulations to promote safe working environment.
- Positioned skilled staff in key areas throughout shift to optimize department productivity.
- Resolved customer complaints and reported issues to senior management.
- Completed opening and closing duties to facilitate business operations.
- Provided coaching and reinforced standards to foster superior performance from crew members and others throughout organization.
- Assisted with performance reviews to identify areas of improvement.
- Coached and trained employees and created daily work schedules and assignments to boost efficiency and enhance operations.

EDUCATION AND TRAINING

High School Diploma

06/2003

Coon Rapids Highschool, Coon Rapids, MN