

# Jessica Claire

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## PROFESSIONAL SUMMARY

- Call Center Representative with expertise providing customer support in high call volume environments.
- Exceptional computer aptitude and telephone etiquette.
- Customer Service Manager highly skilled in negotiating, instructing and supervising
- Call Center Representatives. Hands-on Customer Service
- Manager effective in motivating others to reach their optimum potential.

## SKILLS

- Skilled in call center operations
- Talented client relations manager
- Multi-line phone operation proficiency
- Exceptional workflow management
- Adheres to customer service procedures
- Marketing savvy
- Strong problem solving aptitude
- Call center metrics decoding aptitude
- Committed to maintaining data integrity
- Persuasive speaker
- Budgeting expertise

## WORK HISTORY

### CUSTOMER SERVICE ADVOCATE II

11/2013 to CURRENT

#### Bluecross Blueshield Of South Carolina | Minnesota

- Provide accurate and courteous responses to all services inquiries
- To answer supplies' incoming calls regarding their supplies and equipment.
- To assist suppliers in navigating the company's website to complete forms and research information about the program.
- To assist with technical problems on website if needed
- Effectively managed a high-volume of inbound and outbound customer calls.
- Gathered and verified all required customer information for tracking purposes.

### CUSTOMER SERVICE REPRESENTATIVE

04/2003 to 10/2006

#### Select Medical Corporation | Tucson, AZ

- Provide prompt accurate and courteous responses to all customer services inquiries.
- To answer members and agents incoming calls.
- To process payments, update files, and resolved problems.
- Processed insurance applications.
- Assisted with training coworker and new hires.
- Performed other duties as assigned.
- Addressed and resolved customer product complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.
- Defused volatile customer situations calmly and courteously.

### MEMBER SERVICE REPRESENTATIVE

10/2006 to 09/2009

#### Texas Credit Union | Allen, TX

- Ensured the prompt prescreening and processing of all group or member add requests to make changes to their plans.
- In charge of keying applications for Medicare recipients and monitoring all incoming correspondence from our customer.
- To complete research and process information from appeals and grievances department to resolve customer complaints.
- Assist with training of co-workers and new hires.
- Performed other duties as assigned.
- Addressed and resolved customer product complaints empathetically and professionally.
- Defused volatile customer situations calmly and courteously.

## EDUCATION

### High School Diploma

Croom Vocational High School, Upper Marlboro, MD