

Jessica Claire

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

SUMMARY

Enthusiastic and energetic Customer Advocate looking for a dynamic, fast-paced position. Exceptional multitasking, prioritization and organizational abilities. Adaptable and focused with an unparalleled work ethic and dedication to providing top-notch customer service. Self-motivated customer service team member passionate about utilizing skills to maximize customer retention. Highly accurate and efficient with strong investigation, problem-solving and critical thinking skills. Expert in correcting issues with little oversight and bringing more than 20 years' experience.

SKILLS

- Customer and Personal Service
- Time Management
- Critical Thinking
- Complex Problem Solving
- Active Listening
- Computers and Electronics
- Judgment and Decision Making
- Billing inquiry resolution
- Customer services
- Employee coaching
- Call Center Operations
- Inbound and Outbound Calling
- Resolving conflicts
- Persuasive communication

EXPERIENCE

- 08/2006 to 02/2021 **Customer Advocate II**
Calendly – Philadelphia, PA
- Engaged with customers and worked to resolve product and service issues.
 - Consulted with customers to discuss concerns and offer detailed information.
 - Maintained thorough and detailed documentation of customer interactions and outcomes.
 - Performed extensive research on all inquiries and concerns to achieve complete client satisfaction.
 - Used different knowledge banks to research customer problems and develop accurate responses.
 - Researched problems with benefits, accounts and services with speed and accuracy.
 - Proactively recommended changes based on consumer needs and market trends to grow company.
 - Maintained records of general customer service data as well as customer complaints.
 - Displayed strong telephone etiquette, effectively handling difficult calls.
 - Worked with colleagues to fulfill special customer requests such follow-up requests.
 - Provide telephone coverage for PTC in high call volume environment.
 - Provide superior computer skills & telephone etiquette.
 - Secure HIPAA protected information.
 - Resolve provider inquiries on first contact with speed, accuracy & professionalism.
 - Provide a complete quote of member’s medical benefits according to health plan contract.
 - Review claims for accuracy & perform adjustments when necessary.
 - Communicate clearly in a prompt & efficient manner, obtain excellent computer skills & be knowledgeable of various HCSC software programs & ever changing workflows.
 - Handle & complete written correspondence.
 - Adhere to all productivity timelines by working overtime as needed.
- 11/2003 to 08/2006 **Customer Service Representative II**
Genuine Parts Company – Norman, OK
- Some of my responsibilities included answering back to back calls regarding problems with customers cell phones, troubleshooting & resolving those issues as well as processing payments, adding & removing services from accounts & reconciling customer accounts.
 - De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
 - Educated customers on special pricing opportunities and company offerings.
 - Documented conversations with customers to track requests, problems and solutions.
 - Assisted customers in making payments on accounts and setting up payment plans.
 - 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.
 - Reviewed customer account information to determine current issues and potential 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.
 - Consulted with customers to determine best methods to resolve service and billing issues.
 - Escalated customer concerns, store issues and inventory requirements to supervisors.
- 01/1999 to 07/2003 **Co-Owner/Operator**
State Of Idaho – Meridian, ID
- My duties included all aspects of running a small termite & pest control business to include scheduling appointments, explaining treatment options, handling accounts receivable & payable, collections & monitoring production & inventory.
 - Answer telephones & give information to callers, take messages, or transfer calls to appropriate individuals.
 - Perform payroll functions, such as maintaining timekeeping information & processing & submitting payroll.
 - Collect & deposit money into accounts, disburse funds from cash accounts to pay bills or invoices, keep records of collections & disbursements & ensure accounts are balanced.
 - Operate office equipment, such as fax machines, copiers & phone systems. Arrange for repairs when equipment malfunctions.
 - Schedule & confirm appointments for clients, customers & supervisors.
 - Order & dispense supplies.
 - Oversaw staff hiring, initiating new training and scheduled processes to streamline operations.
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- 10/2002 to 04/2003 **Legal Assistant**
Hayes Law Office – City, STATE
- Managed office scheduling and kept accurate notes on deadlines, motions and other dates.
 - Handled telephone calls, meeting plans and conference organization requirements.
 - Maintained knowledge on case status by reviewing relevant records and reporting back to clients.
 - Corresponded daily with clients, insurance adjusters, doctors and attorneys.
 - Drafted legal complaints, summons and interrogatories.
 - Drafted motions, briefs and other legal documents.
 - Mailed and arranged for delivery of legal correspondence to clients, witnesses and court officials.

EDUCATION AND TRAINING

- 05/1989 **High School Diploma**
Sacred Heart-Griffin High School - Springfield, IL
Dental Assisting Premier Dental Technologies – Springfield, IL Dental Assistant Certification