

Jessica Claire

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Professional Summary

Experienced Office Operations Support with several years of experience in Customer Support. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

Skills

- Concierge services
- Healthcare policies
- Conflict resolution
- Training and development
- Office administration
- MS Office
- Quick learner
- Administrative support
- Credit and collections
- Documentation and control
- Staff supervision
- Quality assurance
- Inventory management

Work History

- 09/2019 to 02/2020

Healthcare Advocate Concierge
Waste Management – Tulsa, OK
 - Adhered to established policies, procedures and compliance for satisfactory audit rating
 - Managed quality assurance program including on site evaluations, internal audits and customer surveys
 - Investigated and resolved customer complaints to foster satisfaction
 - Developed standard operating procedures and document work-flows for current and future process steps
 - Partnered with cross-functional teams to conduct thorough discovery and due diligence on existing processes
 - Identified and resolved process issues to encourage smoother procedures, more efficient workflow and overall business growth
 - Resolved conflicts and negotiated agreements between parties in order to reach win-win solutions to disagreements and clarify misunderstandings
 - Helped vulnerable individuals navigate complex healthcare system
 - Targeted specific community groups with wellness and disease management information
 - Wrote and distributed informational materials on chronic diseases, infant mortality, substance abuse and other community health concerns
 - Determined and recommended methods to address improvement opportunities
 - Saved costs by researching and implementing the best cost efficient facilities for cost-saving initiatives and creating fresh new approaches to long-standing medical problems
 - Followed quality standards and procedures to minimize errors and maximize customer satisfaction
 - Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately
 - Managed and archived quality documentation and participated in internal and external quality audits
 - Increased customer satisfaction and repeat business through relentless pursuit of resolutions to problems arising from medical coverage, protecting company reputation and loyal client base
 - Offered data-driven recommendations aligned with overall company strategies and prioritized process improvement initiatives
 - Supported call center associates by taking on escalated calls, handling complex concerns and achieving customer satisfaction targets
 - Educated and encouraged customers to promote self-sufficiency with online and mobile access tools
 - Maintained current knowledge of company policies, products and marketing initiatives to better serve each customer
 - Conferred with customers about concerns with products or services to resolve problems and drive sales
 - Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service
 - Maintained accurate and current customer account data with manual forms processing and digital information updates
 - Used consultative techniques to understand customer needs and make strategic referrals to business partners
 - Answered average of 30 calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information
 - Offered internal and external customers first-rate customer service to maximize satisfaction and business success
 - Maintained strong reputation of efficiency and accuracy, earning numerous recommendations from satisfied customers
 - Carried out opening and closing functions to meet operational needs underpinning strong customer service
 - Consulted with outside parties to resolve discrepancies and create effective solutions
 - Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns
 - Directed incoming calls to internal personnel and departments, routing to best-qualified department
- 08/2014 to 06/2019

Administrative Operations Specialist
Collins Aerospace – San Dimas, CA
 - Optimized organizational systems for payment collections, AP/AR, deposits and record-keeping.
 - Initiated timely project management within budget constraints for multi-faceted problems.
 - Aggregated and analyzed data related to administrative costs to prepare recycle product shipping for management.
 - Integrated logistic systems into company processes to improve operations and manage work orders and price changes.
 - Managed costs and billing and resolved financial discrepancies effectively through organizational management of account information using PeopleSoft & Reti software.
 - Oversaw appointment scheduling and itinerary coordination for Driver routing and Customer pick up.
 - Oversaw office inventory activities, including ordering and requisitions, stocking and shipment receiving.
 - Interacted with customers professionally by phone, email or in-person to provide information and directed to desired staff members.
 - Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities.
 - Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs such as bi-monthly, biweekly, or semi annual document destruct certificates for specific customers using Microsoft word and Outlook.
 - Maintained contact with units on assignment to provide further assistance and support when needed.
 - Resolved conflicts and negotiated agreements between parties in order to reach win-win solutions to disagreements and clarify misunderstandings.
 - Developed, updated and maintained database of existing and potential customers in Excel and Sharepoint.
 - Boosted file efficiency and reduced storage space with proactive management of records and elimination of redundancy.
 - Monitored premises, screened visitors, updated logs and issued passes to maintain security.
 - Completed accurate and efficient AP/AR actions and resolved discrepancies to maintain compliant accounts.
 - Prepared packages for shipment, pickup and courier services for prompt delivery to customers.
 - Carried out administrative tasks by communicating with clients, distributing mail and scanning documents.
 - Maintained organized files and stocked supplies to support team needs and maximize performance.
 - Provided quality clerical support through data entry, document management, email correspondence and overseeing operation of office equipment.
 - Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
 - Managed multiple projects simultaneously using organizational and analytical skills.
- 10/2011 to 07/2014

Supervisor
Primeflight Aviation Services Inc. – City, STATE
 - Revitalized Baggage Service area operational structures and procedures to successfully control turnover and loss, enhance output and boost overall quality
 - Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands
 - Oversaw and optimized work of baggage claims and accuracy of reports while performing high-quality customer service,
 - Evaluated employees' strengths and assigned tasks based upon experience and training
 - Successfully managed high volumes of client-facing interactions and established strong rapport with management as well as customers
 - Evaluated employee performance monthly and coached and trained accordingly, increasing quality of work and employee retention
 - Worked with management team to implement proper division of responsibilities
 - Maintained compliance with company policies, objectives and communication goals
 - Analyzed all files, baggage loss and check writing using various troubleshooting methods
 - Fielded customer complaints and comments about baggage services
 - Greeted passengers in claim area and helped retrieve luggage
 - Processed and secured unclaimed luggage
 - Updated records when lost, delayed or pilfered bags were found
 - Logged bags and flights upon arrival to airport or baggage areas
 - Greeted arriving guests and assisted with luggage, sports equipment and pets
 - Analyzed and modified compensation and benefits policies to establish competitive programs and comply with legal requirements
 - Led comprehensive safety training program for 8 staff members
 - Resolved employment-related disputes through proactive communication

Education

- 09/2010
- GED**
State Department of Education - 2500 N Lincoln Blvd