

JESSICA CLAIRE

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☎ (555) 432-1000

📍 100 Montgomery St. 10th Floor

SKILLS

- Order and Refund Processing
- De-escalation Techniques
- Upselling Products and Services
- Customer Retention Strategies
- Upbeat and Positive Personality
- Responding to Difficult Customers
- Efficient and Detail-Oriented
- Building Customer Trust and Loyalty
- Calm and Professional Under Pressure
- Multitasking and Prioritization
- Verbal and Written Communication
- Courteous with Strong Service Mindset
- Understanding Customer Needs
- Administrative and Office Support
- Team-Oriented and Cooperative
- Inbound and Outbound Calling
- Patient and Empathetic
- Cultural Awareness and Sensitivity
- Proficiency in Microsoft Office and G Suite
- Excellent Attention to Detail
- Call Volume and Quality Metrics

EDUCATION

Vatterott College - Kansas City
Kansas City, MO • 05/2013

Associate of Science: Medical Insurance Billing

CNA KWIK TRACK
Lake Mary, FL • 12/2012

Trade Diploma: Certified Nursing Assistant

Penn Foster Career School
Scranton, PA • 01/2011

Trade Diploma: Medical Administrative Assistant

CERTIFICATIONS

CPR & AED April 2018 to April 2020

PROFESSIONAL SUMMARY

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

WORK HISTORY

Customerhd - Customer Service Advocate
Raleigh, NC • 06/2019 - Current

- Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
- Promoted available products and services to customers during service, account management and order calls.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Improved sales abilities and product knowledge on continuous basis to provide optimal service and achieve quotas.
- Educated customers about savings options and processed purchases.
- Offered internal and external customers first-rate customer service to maximize satisfaction and business success.
- Carried out opening and closing functions to meet operational needs underpinning strong customer service.
- Offered knowledge to assist team members in offering each customer top-notch support.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Assessed caller accounts to determine benefits, identify service needs and resolve issues.

Benchmark Senior Living - Collections Specialist
Rocky Hill, CT • 02/2019 - 05/2019

- Counseled debtors on payment options and arranged installment agreements.
- Researched accounts and completed due diligence to resolve collection problems.
- Used scripted conversation prompts to convey current account information and obtain payments.
- Worked in call center environment handling manual and automatically dialed outbound calls.
- Processed payments and contracts on accounts.
- Set up drafts and processed immediate payments after conducting thorough research and analysis of account.
- Processed payments and applied to customer balances.
- Maintained high volume of calls and met demands of busy and productive group.
- Used probing techniques to determine debtors' reasons for delinquency.
- Negotiated to collect balance in full.
- Delivered exceptional customer service on collection calls and maintained calm and professional demeanor.

Computer Services, Inc. - Customer Support Specialist
Lexington, KY • 08/2016 - 02/2018

- Verified client information by analyzing existing evidence on file.
- Maintained strong knowledge of basic medical terminology to better understand services and procedures.
- Made contact with insurance carriers to discuss policies and individual patient benefits.
- Observed strict procedures to protect sensitive patient information, medical records and payment data.

Chi Health - Direct Support Professional
Fargo, ND • 02/2013 - 08/2016

- Monitored progress and documented patient health status changes to keep care team updated.
- Administered medication as directed by physician.
- Assisted disabled clients to support independence and well-being.
- Maintained clean, safe and well-organized patient environment.
- Consulted with different healthcare disciplines to offer important mental health support to patients.
- Assisted patients with bathing, grooming, dressing and oral hygiene care both in private residences and facilities.
- Assisted with daily living activities, running errands and household chores.
- Applied mobility assistance knowledge to safely ambulate patients in different spaces involving varying elevations and obstacles.
- Provided compassionate and patient-focused care to cultivate well-being.
- Entrusted to handle confidential and sensitive situations in professional matter.
- Cooked meals and assisted patients with eating tasks to support healthy nutrition.
- Recorded patients' pulse, blood pressure and respirations (TPRs) to assess and document important health information.
- Recorded status and duties completed in logbooks for management.
- Replaced bandages, dressings and binders to care for wounds and encourage healing.
- Monitored clients' overall health and well-being and noted significant changes.
- Laundered items, changed sheets and made bed to keep patients' bedroom clean.
- Transported clients to and from medical appointments with safety and efficiency.