

Professional Summary

Successful Customer Service Representative with over 10 years of experience addressing customer requests and concerns to provide relevant information and options. Upbeat and energetic, with grace in handling difficult situations through resourcefulness and adaptability.

Skills

- Data entry
 - Money handling abilities
 - Professional telephone demeanor
 - MS Office proficiency
 - Excel
 - Medical terminology knowledge
- Facets
 - Computer proficient
 - Excel
 - Microsoft
 - RUN System

Work History

Client Services Support, 10/2022 to Current

Iconma, L.L.C. – Alpharetta, GA

- Maintained payroll information by calculating, collecting and entering data.
- Verified timekeeping records and handled any discrepancies with employees.
- Maintained employee privacy and protected payroll operations by keeping all information confidential.
- Initiated direct deposits and prepared manual checks for employees.
- Responded to employee questions and requests for information in timely and knowledgeable fashion.
- Calculated salaries, rate changes, retroactive adjustments, overtime, bonus, vacation, termination and garnishments using RUN and TOPS.
- Processed wage garnishments and child support.
- Adjusted employee tax status along with information regarding withholding.
- Checked accrued hours against listed hours for leave time.

Premier Advocate, 05/2022 to 08/2022

Iconma, L.L.C. – Atlanta, GA

- Manage over 50 inbound calls a day
- Supported individuals with legal, physical or mental health concerns in dealing with routine needs and complex problems.
- Organized supporting documentation for individuals under evaluation and coordinated paperwork transfers to correct staff members.
- Responded to customer calls swiftly to resolve issues and answer questions.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Responded to customer requests for products, services and company information.
- Explained benefits to plan participants in easy to understand terms in order to educate each on available options.
- Resolved issues and inquiries from plan participants regarding health and welfare benefits and deductions through telephone, email and in-person interactions.
- Coordinated submission and processing of life insurance claims.

Customer Service Representative, 11/2021 to 02/2022

Total System Services, Inc.

- Adhered to strict HIPAA guidelines to protect patient privacy.
- Prepared insurance claim forms, explained benefits and outlined pricing details for procedures and services.
- Obtained payments from patients and issue insurance cards.
- Processed debit and credit card and electronic check payments.
- Maintained [95]% customer service satisfaction ratings through quality control.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Assisted customers by researching and responding to complex customer telephone, electronic, or written inquiries.
- Provides excellent service to customers with information regarding eligibility, benefits, and claims with emphasis on customer education, satisfaction and retention.

Customer Service Representative, 11/2020 to 10/2021

Grove Bay Hospitality Group

- Delivered emergency 24-hour on-call service for tenants on building issues.
- Analyzed and evaluated monthly and quarterly financial statements.
- Consulted with landowners to obtain mineral access rights and promote drilling operations on private land.
- Communicated effectively with owners, residents and on-site associates.
- Collected and maintained careful records of rental payments and payment dates.
- Addressed and quickly resolved resident complaints with speedy and knowledgeable support.
- Enforced compliance with community regulations and guidelines.
- Secured pool and fitness facility maintenance, landscaping and waste removal.

Contact Operations, 11/2019 to 09/2020

Total System Services, Inc.

- Answered 100+ inbound calls per day from existing and future policyholders to answer inquiries and discuss insurance options.
- Gathered information about each position and related occupation with employee interviews, field observations and industry research.
- Performed data entry with [Salesforce](#) to record call notes, suggestions and questions.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Helped patients receive appropriate, high-quality care with reasonable results.
- Addressed disruptions in patient care, including delays in discharge, postponed procedures and discharge equipment unavailability.
- Identified care needs of individual patients and coordinated responses based on physician advice, insurance limitations and procedural costs.
- Took active role in patient and family planning process, detailing instructions and responding appropriately and effectively to questions and concerns.
- Partnered with physicians, social workers, activity therapists, nutritionists and case managers to develop and implement individualized care plans and documented all patient interactions and interventions in electronic charting systems.

Member Service Rep, 11/2015 to 11/2019

Logisticare

- Answering product and/or service related questions while maintaining appropriate call center etiquette; suggesting features and benefits about company products and services to educate current and potential members; completing all inquiries via various forms of customer contact in a quality manner.
- Tracking, filing, and entering all technical documentation to ensure all member accounts correctly reflect the activity that was performed; simultaneously listening and accurately capturing information and the interaction with the member in our system; completing all necessary paperwork, documentation, member requests and inquiries.
- Taking member complaints; probing and researching information being provided; following-up with members when appropriate; attempting to resolve difficult situations to ensure member satisfaction; identifying trends that negatively impact member satisfaction and make recommendations to your Supervisor.
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Customer Service Rep , 09/2014 to 03/2015

Carmel Car Service

- Use Logisticaid to operate and schedule trips throughout the 5 boroughs.
- Verify patients with detailed medical insurance information.
- Informs and provide basic orientation regarding Health Centers and Hospitals.
- Answer inbound calls and handle in an expedient and efficient manner.
- Follow company policies and HIPPA regulations.
- Communicate with dispatchers and patients for accurate information.
- Handle over 100 inbound calls a day within a dynamic call center environment.

Reservationist, 03/2014 to 10/2014

First Transit, Access-A-Ride

- Limo system to operate and dispatch.
- Communicated with drivers and passengers.
- Handled a high influx of inbound calls within a dynamic call center environment.
- Schedule reservations throughout the 5 boroughs as well as Nassau and Westchester.
- Provide customers with detailed account information including balances, funds availability, debit card holds, and account history.

Customer Service Rep, 11/2010 to 03/2013

Company Name

- Delivered world class customer service and build customer satisfaction and loyalty.
- Provide effective and timely resolution of various customer inquiries.
- Handled a high influx of inbound calls within a dynamic call center.
- Schedule reservations throughout the 5 boroughs as well as Nassau and Westchester County.
- Communicate with dispatchers and informed customer of vehicle location, number, and eta.

Education

High School Diploma: 05/2006

William Cullen Bryant High School - Woodside, NY