

BENJAMIN F. LANGS

Solutions-Focused Self-Starter Seeking Remote Customer Service Opportunity

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PROFILE OF QUALIFICATIONS

CUSTOMER SERVICE | CONFLICT & PROBLEM RESOLUTION

ADMINISTRATIVE SUPPORT | DATA & RECORDS MANAGEMENT

MULTILINE TELEPHONE MANAGEMENT | BUSINESS COMMUNICATIONS

FAST & ACCURATE TYPING | APPOINTMENT SCHEDULING | DATA ENTRY

OFFICE TASKS | MICROSOFT OFFICE (WORD, EXCEL, POWERPOINT, OUTLOOK)

Highly Motivated Team Player who excels within complex customer service and / or administrative environments, including rising above challenges by taking an initiative to resolve issues and achieve key goals.

Top Performer who has continually been recognized as a “quick study” able to rapidly master new responsibilities while demonstrating strong conflict resolution, problem-solving, and time management talents.

Articulate Communicator who builds valuable customer relationships, as well as alliances among decision-makers and teams, and who tackles tasks via solid critical thinking abilities and sharp attention to detail.

PROFESSIONAL SYNOPSIS

KAISER PERMANENTE

2010 – PRESENT

Patient Access Representative (2017 – Present)

Optimize data / recordkeeping by managing patient appointment schedules for radiology, CT scans, and special procedures, as well as following up with appointment teams to ensure on-time and accurate changes.

Effectively manage high-volume multiline telephones. Coordinate office files and provide general office filing and administrative staff support tasks (e.g., overflow work, word processing, data entry, Internet research).

- **Ensure efficient scheduling of MRIs and PET scans as required per patients' needs.**
- **Collaborate with Assistant Directors, Leads, and Physicians to coordinate member care.**

Pharmacy Clerk (2010 – 2017)

Contributed skill in selling and processing prescriptions to customers through a pharmacy point-of-sale system. Demonstrated strong interpersonal relations skills toward courteously communicating among customers.

- **Monitored storage and inventory of OTC and supplies.**
- **Accurately processed prescriptions using computer software.**

WINCO FOODS

2009 – 2010

Lead Clerk

Delivered excellence in customer service within this Folsom-based store, including promptly responding to and resolving customer issues and / or concerns to ensure that individuals receive fast and friendly service.

- **Proactively provided clerks with stellar direction and leadership.**
- **Concurrently responded to wide-ranging clerk questions regarding tasks.**

EDUCATION

Associate of Arts in Social Science

AMERICAN RIVER COLLEGE

Studies in Troubleshooting & Debugging Techniques