

ERYN CRAIG

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Customer Service Representative and Accounts Management

Detail-oriented and skilled customer service representative with experience in rapid-paced and high demand environments. Exceptional at problem-solving, communication skills, creative thinking, and customer service.

Experience

Seattle Art Museum

Visitor Services Officer | June 2019 – Present

- Vigilant and proactive Security Officer ensuring safe, secure, and orderly environments for patrons, staff & exhibits.
- Contributed input on functionality, accessibility, and success of curation of galleries on a monthly basis, as well as report any incidents and monitor systems while maintaining confidentiality for security purposes.

Owner

Independent Artist | June 2018 – Present

- Collaborated with clients in person and via my website on custom pieces.
- Manage website and portfolio, as well as personal accounting and legal filing
- Negotiated rates and time frames with individual customers as well as corporate clients

Sunrise Medical Billing

Medical Billing Assistant | June 2014 – June 2018

- Communicate with customers and health providers over the phone and in-person on a daily basis in regards to problems with billing such as misstated billing codes, informing clients about insurance, accounts, and answering any questions clients may have.
- Compose and respond to emails in a timely manner for insurance, health providers, and coworkers, in regards to troubleshooting, information, necessary documents, and regular communication, in accordance with HIPAA regulations.
- File sensitive documents, create and send claims to insurance using billing codes, troubleshoot accounting issues and track accounts, problem solve unusual or irregular issues, call insurance to verify benefits, reach out to clients, and credential providers with insurance.

United Postal Service

Shipment Loader | September 2012 – June 2013

- Load and arrange packages into trucks for shipping, lift heavy weights and working at high speeds while making sure packages are evenly stacked and not damaged

- Track packages going out of facility, and pinpoint and assist in any delays, such as packages jamming a conveyor belt
- Sort through small packages for shipping and outgoing locations

Education

University of Washington, Seattle, WA

Bachelors in Interdisciplinary Visual Arts and Art History - Graduated June 2019

- Technical art training and historical education spanning art from Ancient to Contemporary art; familiarity with a wide range of mediums

Portland State University, Portland, OR

Undergraduate Studies in Graphic Design

- Earned 72 Credits towards Bachelor in Arts, 2014 – 2016

Clark College, Vancouver, WA

Associates in Arts | Graduated June 2014