

# Mariam Kimbisa

## Customer service and sales representative - Teletech

Conway, AR

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To obtain a position that will utilize my education and skills

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## WORK EXPERIENCE

### Customer service and sales representative

Teletech - Sherwood, AR - August 2014 to Present

- Answer queries on products and services from customers of Fortune 500 brands
- Address and resolve customer concerns to achieve first contact resolution
- Provide excellent customer service
- Assist Medicare-eligible individuals in selecting the right products and services for them
- Answer questions related to coverage and annual changes on healthcare plans, pharmacy network, and drug formularies
- Aid customers with enrollment
- Qualify customers for community meetings and in-home appointments

### Billing and Collection Specialist (U.S Representative)

Vertex Consulting - Wootton - March 2014 to Present

- Ensure the confidentiality and security of all financial and employee files
- Calculate debts amounts accordingly
- Prepare debt settlement agreement for the U.S customers
- Prepare 30-Day past due letter
- Prepare demand for money owed letter
- Create Returned Check notice
- Presenting all written offers and counteroffers
- Make collection calls
- Prepare reports and other documents

### Customer Service

Independent Living Services - Conway, AR - January 2014 to December 2014

- Assisted disabled clients with their daily needs
- Worked efficiently under pressure
- Provided excellent communication, leadership and teamwork skills

### Internship

Alexander Forbes Insurance Co - June 2011 to August 2011

- \* Worked independently
- \* Presented data through graphical methods using Excel program
- \* Prepared memos to be distributed to office staff for my supervisor
- \* Reviewed, summarized and updated client information
- \* Calculated the expiring premium and updated client balances through software

- \* Calculated the correct percentage owed for the motor, commercial, home insurance premiums
- \* Worked with the underwriter in reviewing policies
- \* Worked in the claims department to assist clients with the claims process

#### EDUCATION

##### **Bachelor of Business Administration in Finance and Risk Management Insurance**

University of Central Arkansas - Conway, AR

May 2015

#### CERTIFICATIONS

##### **Licensed Health Insurance Producer**

#### ADDITIONAL INFORMATION

##### SKILLS

- Proficient in Excel, Word, PowerPoint and the internet
- Efficient writing skills, ability to efficiently produce concise organized reports
- Fluent in English, Kiswahili and some knowledge of French