

CUSTOMER ADVOCATE

Career Overview

Enthusiastic customer service/telesales representative with in-depth knowledge of sales, account management and training. I have over 15 years of experience in retail, real estate, medical, insurance and sales customer service.

Core Strengths

- Strong organizational skills
- Seasoned in conflict resolution
- Sharp problem solver
- Energetic work attitude
- Large cash/check deposits expert
- Customer service expert
- Telephone inquiries specialist
- Invoice processing
- Adaptive team player
- Telecommunication skills

Accomplishments

Customer Assistance

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

Quality Communication

- Interacted with 50+ affiliate stations in US and Puerto Rico, ensuring reliable and high-speed delivery to residential and small-business customers.

Computed Data Reports

- Provided required weekly, monthly and quarterly reports listing sales figures and client track records.

Sales

- Consistently generated additional revenue through skilled sales techniques.

Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

Multi-tasking

- Cashiered with two cash registers at once in tandem to maximize customer flow.

Database Maintenance

- Assisted in the managing of the company database and verified, edited and modified members' information.

Work Experience

CUSTOMER ADVOCATE

March 2010 to January 2011 Company Name - City , State

- Responsible for working on the phone all day in a call center to assist members and physicians by responding to telephone and written inquiries in a prompt, accurate and objective manner * Spending approximately 90% of the scheduled time on the phone according to business need, customer service* Experience working with various lines of business, i.e.

- CDHP, Medicare, Wellness, and Disease Management Duties include Medical Claims Billing & Coding, Medical Benefit Quotes* Conducting research, as well as a vast knowledge of medical terminology and anatomy* Data entry and typing * Interpersonal, verbal and written communication skills.* Analytical and organizational skills and independent decision making skills.

CUSTOMER SERVICE AGENT

March 2002 to September 2002 Company Name - City , State

- Greet and check-in passengers* Check-in passenger baggage* Assist passengers with misplaced baggage* Verify passenger departure documentation* Assist unaccompanied minors (UMs)* Comply with all security requirements* Reschedule passengers with flight interruptions* Assist passengers on arriving international flights* Documentation for all international departures* Produce all required, work-related documentation* Monitors (CRTs) and keyboards for passenger processing (carrier supplied)* Carrier specific reservation/ticketing software * scales for weighing passenger baggage * Ticket and baggage tag printing equipment.

PATIENT CARE ASSISTANT TECHNICIAN

October 2000 to December 2000 Company Name - City , State

- Provide basic patient care including Assisting with patient care, planning and assessments including - recording vital signs, height, weight, input output, collect and test specimens, report and record patient's condition and patient treatments.* Check deliver food trays, assist with feeding the patient if necessary, and refill water and ice* Assist patients with their mobility - turn and positioning, do range of motion exercises, transferring patients to and from wheelchair, assist with ambulation* Discontinuation of IV's, Clean and Irrigate lacerations Set up Rapid Infuser, Heptafler Setup* Answer phones * Locate equipment * Transport Non Critical Patients and Assist with Critical Patients* Foley Catheters Dressing Changes and Feed patients assist with Comfort Measures / Safety Measures* Attend to the Psyche patients and Escort patients to treatment areas, Clean Rooms, Collect specimens, Chest Tube Setups Relieve MR's, Clinitech Documentation and collection Change Sharp boxes and O2's * Decontamination procedures * EKG's, Assist with O2 delivery, Clean Instruments and Post-Mortem Care* Copy charts for admissions Splint Assistance, Suction, Crutch Walking Instructions and Adjustments take Vital Signs * Assist with Pelvic Exams perform Phlebotomy.

Educational Background

Patient Care , 10/2000 Maric College - City , State , USA GPA: GPA: 3.0 GPA: 3.5

GPA: 3.0 GPA: 3.5

Cum Laude Relevant Coursework, Licenses and Certifications: PATIENT CARE ASSISTANT TECHNICIAN / CERTIFIED NURSES ASSISTANT : Paralegal , 2004 Penn Foster - City , State , USA
Skills

anatomy, basic, Billing, call center, charts, Interpersonal, CA, customer service, Data entry, decision making, delivery, Documentation, EKG's, medical terminology, Monitors, organizational skills, Paralegal, Assist patients, PATIENT CARE, Phlebotomy, positioning, Coding, range of motion, research, Safety, SAN, Collect specimens, TECHNICIAN, telephone, phone, Answer phones, typing, take Vital Signs, recording vital signs, weighing, written, written communication skills Professional and friendly Careful and active listener Strong public speaker Multi-tasking