

## CUSTOMER SERVICE ADVOCATE

### Summary

Highly-motivated, coaching, and analytical health insurance leader.

### Experience

Customer Service Advocate Mar 2016

Company Name - City , State

- Patient Cetner Medical Home Dedicate Representative
- Working 0-2 FCR Case Report
- Coaching new and seasoned reps on casework and taking calls.
- Coach and assist new customer service representatives
- Helps train and inform departments regarding PCMH

Missionary Pastor/Church Planter Jun 2016

Company Name - City , State

- Assist Living River Chapel in Church Revitalization
- Develop and teach discipleship curriculum on a weekly basis
- Preach 45 minute lecture and interactive lessons on a weekly basis
- Started a non-for-profit organization called The Sparrows
  - Provides teaching on manhood, womanhood, marriage, parenting
  - Roasts and sells coffee for non-for-profit organizations
  - Retreat center

Customer Service Specialist Contractor Sep 2014 to Mar 2016

Company Name - City , State

- Creates and maintains databases tracking and trending first contact resolution.
- Analyzes and evaluates customer service representative phone calls.
- Contributes ideas and plans for providing exceptional customer service Models exceptional customer service skills and appropriate diagnostic sales techniques.
- Contributes ideas and offered constructive feedback at weekly sales and training meetings.
- Evaluates the accuracy and quality of data entered into the agency management system.
- Follows up with customers on unresolved issues.

Outreach Pastor Aug 2014 to Mar 2016

Company Name - City , State

- Leads a team of paid staff and volunteers to maintain and improve the church outreach focus.
- Frequently speaks in front of groups of 20 to 300 people.
- Establishes strategic relationships with local advertising outlets and ensures continuous awareness of the church in the community.
- Functions as owner and champion of all external marketing activities maximizing attendance of special outreach focused events, and any other activity requiring external marketing support.
- Works with church staff to create new events and other venues for inviting new people to eventually become regular attendees of church services.
- Leads the Guest Services ministry as part of the church's weekend services.
- Facilitates a Starting Point class as the first step in an attendee's connection and involvement in the church.

Quality Assurance Analyst Aug 2013 to Aug 2014

Company Name - City , State

- Pinpointed and corrected claims processing errors Evaluated the accuracy and quality of data entered into the agency management system.
- Followed up with customers on unresolved issues.
- Reported policy changes and company conditions affecting customer satisfaction.
- Conducted annual reviews of existing policies to update information.
- Analyzed and evaluated to customer service representative phone calls.
- Developed a system for first call resolution.
- Coached and trained entry level to senior employees on policy changes affecting customer satisfaction.

Customer Service Representative Aug 2011 to Aug 2013

Company Name - City , State

- Answered an average of 100 calls per day by addressing customer inquiries, solving problems and providing new product information.
- Described product to customers and accurately explained details and care of merchandise.
- Provided an elevated customer experience to generate a loyal clientèle.
- Answered product questions with up-to-date knowledge of sales and company promotions.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Asked open-ended questions to assess customer needs.

Shift Supervisor/Manager Jun 2008 to Aug 2011

Company Name - City , State

- Ensured daily business sales goals are exceeded and/or completed Ran daily sales total reports.
- Ensured superior customer satisfaction Interviewed potential employees.
- Engendered customer loyalty by remembering personal preferences and allergy information.
- Set and achieved goals for professional development Trained, coached and mentored staff to ensure smooth adoption of new program.
- Implemented innovative programs to increase employee loyalty and reduce turnover.

Teacher and Coach Aug 2007 to Jun 2008

Company Name - City , State

- Acted as a positive role model for team participants and in the community.
- Taught a range of sport-specific skills in a clear, safe manner.
- Built strong rapport with athletes and assistants before, during and after coaching seasons.
- Developed game plans and adjusted them according to various game situations.
- Successfully improved student participation in the classroom through integration of creative role-playing exercises.
- Introduced special outreach programs to department chair in effort to increase institution's interest in community service.
- Organized grade records to increase reference speed.

Education

Bachelor of Arts , Historical Theology May 2007 Moody Bible Institute - City , State Historical Theology

Master of Divinity The Southern Baptist Theological Seminary - City , State , USA Current Student

Skills

quality analysis, training, teaching, mentoring, coaching, life coaching, advertising, agency, coaching, customer satisfaction, customer service, customer service skills, databases, Database, focus, insurance, marketing, meetings, Works, Multitasking, communicator, policies, quality, rapport, sales, sales and training, spreadsheet, strategic, Team Player, phon