

## BRANCH MANAGER/FLORAL DESIGNER

### Summary

Branch Manager driven to exceed sales goals and build long term relationships with customers. Delivers positive experiences through high-quality customer service.

### Highlights

- Effective leader
- Staff training/development
- Customer targeting
- Conflict resolution
- Deadline-oriented
- Up-selling techniques
- Client account management
- Budgeting and financial management
- Consistently meets sales goals
- Cash flow management
- Inventory control
- Microsoft Outlook
- Word and Excel

### Experience

#### Branch Manager/Floral Designer

July 2012 to Current Company Name - City , State

- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiency
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Shared best practices for sales and customer service with other team members to help improve the store's efficiency.
- Stocked and replenished merchandise according to store merchandising layouts.
- Maintained established merchandising standards, including window, sales floor and promotional displays.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
- Cultivated a customer-focused shopping environment by greeting and responding to all customers in a friendly manner.
- Communicated clear expectations and goals to each team member.
- Worked with the management team to implement the proper division of responsibilities.
- Actively pursued personal learning and development opportunities.
- Supervised and directed all merchandise and shipment processing.
- Reduced and controlled company expenses by preparing a daily purchasing budget.

#### Bi-Lingual Customer Service Representative

January 2010 to September 2011 Company Name - City , State

- Assisted Spanish speaking customers with customer issues including medication orders, refills, and also calling to remind the patient of upcoming refills that are available on their account.
- Explanation of insurance benefits and verification of medical supplies to ensure the facility is operating within the limitations of the law.
- Production based environment with quotas to meet daily, weekly, and monthly-Very demanding and fast-paced environment.
- Data entry, problem solving, critical thinking, and interpersonal skills were required for this job position.
- Credit Card payments processed over the phone if patient wants to pay for medical supplies out of pocket, for issues surrounding coverage or lack of availability of the specific supplies.

#### Customer Service Representative

January 2009 to January 2010 Company Name - City , State

- Assist customers with verification of insurance benefits, data entry, acting as the patient advocate while assisting case managers with daily case load- the environment was a production based environment.

- Making outbound calls and receiving inbound calls to involved parties including: Doctor's offices, pharmacies, medical providers, patients, etc..
- The purpose was to identify and obtain benefits, referrals, and doctor's authorizations.
- Act as the patient advocate by making sure that facilities followed through on all promised activities and processes to ensure the patient is helped and satisfied with the level of service provided to him/her on a daily basis.
- Data entry, customer service, punctuality, interpersonal skills, critical thinking and being an organized self-starting problem-solver was required for this position.

#### Customer Care Specialist

October 2005 to January 2009 Company Name - City , State

- Call-center environment, answering 200+ calls per day constantly- fast paced and demanding call center environment.
- Performance measured based on metrics and employees had opportunities to earn bonuses- Quota's and production standards were set in this position.
- Assisted medicare customers by reviewing verbal and faxed requests for providers and partners for providing support to the healthcare plans and providers regarding authorization requirements and customer prescription coverage.
- On occasion assisted the MA/PDP Appeals department.
- Navigated through the PA Hub and Argus to assist medicare customers with getting medication and resolving issues keeping patients from obtaining their medications.
- Processed Excel Grids for Caremark Specialty Pharmacy via email at least three times per week.
- Ran pharmacy claims in CAS; investigated approval or denial dates on medications.
- Trained new employees in CCP2 system, explanation of processes and procedures to anyone visiting the facility.

#### Floral Designer/Sales

October 2000 to October 2005 Company Name - City , State

- Designed floral arrangements on a daily basis for customer demand, assisted customers in choosing the product that best fit their specific needs.
- Ability to prepare accurate cash reports including bank reports and also opening and closing the facility on several days out of the week.
- Sales, the sales in this position were required and compensation was based on commission set up by the company.
- Customer service and interpersonal skills as well as problem solving and critical thinking was required in this position in order to make sure customers were satisfied and willing to continue bringing business to the organization.

#### Education

Bachelor of Science : Business University of Phoenix - City , State Business

Business Managerial Skills Certificate : Business , 2002 AAFET - City , State , US

This program was a 12-month long program and I received a certificate of completion for the business and managerial skills learned and obtained over the year of attendance.

#### Skills

- Over 20 years of Customer Service Experience.
- 3 years in Branch Management position with 2 permanent employees (also to include 2 or 3 holiday employees and drivers).
- Talented multi-tasker
- Exceptional time management skills