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HEALTHCARE CUSTOMER SERVICE REPRESENTATIVE

Summary

Customer care representative position where my customer relations experience can be fully utilized to improve customer satisfaction and enhance the company brand name.

Skills

- Telecommunications knowledge
- Strong problem solving ability
- High customer service standards
- Active listening skills
- Customer service expert
- Telecommunication skills
- Retail and Corporate
- Microsoft Office proficiency
- Time management
- Excellent communication skills
- Strong problem solver
- HIPAA compliance
- Type 60 WPM

Experience

Healthcare Customer Service Representative

Company Name Oct 2011 to Current

- Handle inbound calls from customers with inquiries and questions regarding their health insurance, wellness programs, prescription plans and help provide the best solutions for the customers' health and financial well-being.
- Assist in program development with new products and/or services.
- Process one-time checking and credit card by phone payments.
- Evaluate information and options and select the alternative that best meet the requirement of the issue(s) presented.

Custodian

Company Name May 2010 to Dec 2011

- Ensured spaces were prepared for the next day by taking out trash, tidying furniture and dusting surfaces.
- Swept and mopped floors and vacuumed carpets.
- Washed and sanitized toilets, sinks and showers and restocked disposables.
- Secured facilities after operating hours by locking doors, closing windows and setting up the alarm.

Customer Service Manager

May 2004 to May 2011

- Analyzed statistics and compiled accurate reports.
- Recruited, mentored, and developed customer service agents and nurtured an environment where they can excel through encouragement and empowerment.
- Kept accurate records and documented customer service actions and discussions.
- Provided services to customers by cashing checks, issuing money orders, assisting with refunds, and sending and receiving money grams.
- Supervised 20+ employees at a time, enforced company regulations and delegated daily assignments.

Education and Training

Diploma : General Educational Rowan-Cabarrus Community College General Educational

Training and Onboarding : Healthcare Customer Service OPTUM Received certification for training new hires as they enter customer service roles