

Summary

Administrative support professional with experience working in a fast past environment, demanding strong organizational, technical and interpersonal skills. Trustworthy, ethical and discreet, committed to superior Leadership, customer service, and technical support while working as an individual or in a team environment. Confident and poised in interaction with individuals at all levels. Detailed oriented resourceful in completing projects on time and able to multi-task effectively. Capabilities include:Logistics/ Distribution ManagementMedical Device Repair TechnicianProduction/Operations SupervisorShipping/ Receiving SupervisorCustomer Service RepresentativeExcellent Written/ Verbal Communication

Experience

Customer Service Advocate Jan 2015 to Current

Company Name - City , State

- Responsible for answering incoming calls from customers while ensuring a high level of customer service and maximizing productivity.
- Direct phone-based customer interaction to answer and resolve a wide variety of inquiries including but not limited to pharmacy benefits, mail order and pharmacy assistance calls.
- Assists customers /pharmacies/physicians with orders and reorders, benefit eligibility questions and prescription inquiries.
- Escalates drug related calls to appropriate pharmacist.
- Assist pharmacies and members on all issues related to processing of pharmacy claims.
- Determines appropriateness of overriding pharmacy claims edits and error messages.
- Coordinates internal resolution of claims exceptions and other issues.
- Assists with entering new prescription orders into system.
- Educates customers on benefits, use of plan, formulary, premiums and status of orders, claims and inquiries.

Medical Device Repair Technician Feb 2014 to May 2014

Company Name - City , State

- Inspect and test malfunctioning medical or related equipment, following manufacturers' specifications and using test and analysis instruments.
- Test or calibrate components or equipment, following manufacturers' manuals and troubleshooting techniques, using hand tools, power tools, or measuring devices.
- Perform preventive maintenance or service, such as cleaning, lubricating, or adjusting equipment.
- Examine medical equipment or facility's structural environment and check for proper use of equipment to protect patients and staff from electrical or mechanical hazards and to ensure compliance with safety regulations.
- Research catalogs or repair part lists to locate sources for repair parts, requisitioning parts and recording their receipt.
- Solder loose connections, using soldering iron.

Field Electronics Technician Jan 2010 to Jan 2013

Company Name - City , State

- Read and Interpret schematic drawings, diagrams, blueprints, specifications, work orders or reports to determine material requirements or assembly instructions.
- Assembled electrical or electronic systems or support structures and installed components, units, subassemblies, wiring, or assembly cases, using rivets, bolts, hand tools power tools and measuring devices.
- Explained assembly procedures or techniques to other workers.
- Conferred with supervisors or engineers to plan or review work activities or to resolve production problems.

Production Team Lead Jan 2008 to Jan 2009

Company Name - City , State

- Achieved work standards by following production, productivity, quality, and customer service standards; resolved operational problems; Identified work process improvements.

- Accomplished work requirements by orienting, training, assigning, scheduling, and coaching 20+ employees.
- Conferred with other supervisors to coordinate operations and activities within or between departments.
- Enhanced department and organization reputation by accepting ownership for accomplishing new and different requests; explored opportunities to add value to job accomplishments.

Customer Service Representative Jan 2003 to Jan 2008

Company Name - City , State

- Handled customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism to resolve customer issues with a one call resolution.
- Communicated with customers using web based tools and demonstrated the proficiency in typing and grammar.
- Made financial decisions to protect/ collect revenue and adjust the customer account.
- Assisted call center manager in assisting customer service representatives in handling escalations and difficult customer concerns.

Education

Logistics and Supply Chain Management - Post Secondary Training Certificate 2011 Florida State College at Jacksonville - City , State

Diploma 2003 Concorde Career Institution - City , State Military Service:84 - 92UNITED STATES ARMY Communications Specialist - Received Honorable Discharge

Skills

ARMY, benefits, billing, blueprints, call center, catalogs, coaching, customer service, financial, hand tools, Inspect, Logistics, mechanical, mail, power tools, quality, Read, recording, Research, safety, scheduling, soldering, Solder, Supply Chain Management, phone, troubleshooting, typing, wiring