

## PATIENT HEALTH ADVOCATE

### Summary

As a Patient Health Advocate, I am highly motivated and qualified in customer service. By establishing a quick rapport and utilizing both a calming and inquisitive style, I am confident that my many years of experience will prove to be an asset. I am seeking a position that will provide a variety of new skills and experience.

### Skills

- Client relations specialist
- Conflict resolution techniques
- Focused on customer satisfaction
- Skilled multi-tasker
- High customer service standards
- Call center management experience
- Telecommunications knowledge
- Proficient with Microsoft Office Suite

### Skills

Careful and active listener Professional and friendly, Multi-tasking, Computer Proficiency, Customer Needs Assessment, Customer Service, Data Collection, Data Entry, Documentation, Email, Typing, Microsoft Excel, Microsoft Office Suite, Microsoft Outlook

### Experience

November 2016 to Current

Company Name City , State Patient Health Advocate

- Ability to motivate patients to utilize therapy equipment in accordance with their physician's direction.
- Combined skills encouraging complying with equipment utilization while facilitating an effective and efficient resolution that the patient accepts and can adhere to.
- Manage all aspects of patient compliance monitoring for a specified regional and/or state demographic using patient monitoring applications and resources.
- Use application to manage administration features, patient administration/data (loading and correcting usage data, creating or editing patient accounts) prioritizing work assignments.
- Conduct field office intervention calls to assist staff with specific patient support to overcome barriers and improve their therapy usage.
- Create work orders and schedule patients for field office visits with appropriately trained staff.
- Promptly and professionally respond to incoming telephone calls and emails from patients, employees and referral sources.
- Monitor patient concerns, patient satisfaction and grievance issues for investigation and resolution.
- Assist management in developing solutions to better enhance work flows and process efficiency.

September 2010 to November 2016

Company Name City , State Senior Customer Qualification specialist

- Respond to telephone, fax and EDI inquiries and orders from referral sources and homecare patients.
- Document referral request for coordination of care.
- Provide information on equipment supplies and services.
- Assist walk-in patients with the selection of equipment, supplies and services.
- Demonstrate professional etiquette and courtesy when interfacing with customers.
- Resolve patient/customer complaints by identifying problems and coordinating appropriate corrective action.
- Assesses patient needs and promotes company products and services.
- Complies with and adheres to all regulatory compliance areas, policies and procedures and "best practices".

June 2010 to September 2010

Company Name City , State Customer Service Associate/Cashier

- Receives payment from customers for the purchase of merchandise.

- Operates a cash register and manages cash to no variances.
- Provides service to customers.
- Processes customer sales to include accepting payment, packs merchandise and issues receipts and change.
- Maintains the appearance of store which may include, stocking and performing general housekeeping duties.

November 2008 to May 2010

Company Name City , State Customer Service Supervisor

- Supervise a Child Support customer service call center.
- Duties included maintaining daily statistics of the unit and monitoring daily performance of service representatives and providing constructive criticism to help them improve their skills.
- Serve as a resource to others in the resolution of complex problems and issues using ACSES software.
- Bi-weekly submission of payroll.
- Hire new employees and administer disciplinary action up to and including termination.
- Supervise the daily activity of the call center policy and procedures.

April 2006 to November 2008

Company Name City , State Case Manager

- Responsibilities included working with families low-income families to obtain child care assistance.
- Semi-annual reviews of cases to determine eligibility for assistance.
- Managing new client orientations and communicating daily with clients about the status of their case.

Education and Training

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Alameda High School

City , State , United States General

High School Diploma