

CUSTOMER SERVICE ADVOCATE II

Summary

Qualified Lead Customer Service Representative with 16 + years in fast-paced customer service utility office environment and Affordable Care Reform. Personable and professional under pressure. At the utility company I was responsible for the day in and day out operations of a busy utility office as both lead customer service representative and assistant to my local manager. I handled everything from time sheets for the entire office to payments made by our customers. For the last six months I have been employed with Kelly Services and worked in MarketPlace Operations at BlueCross BlueShield where I provided accurate, prompt and courteous responses to all inquiries by members internal and external , agents and providers. I handled inquiries that required extensive research, coordination with other departments and accurately documented information. Received positive feedback from members, agents and management regarding work performance.

Highlights

- Exceptional communication skills
- Filing and data archiving
- Creative problem solver
- Professional phone etiquette
- MS Windows proficient
- Customer service-oriented
- Quick learner
- Flexible
- Proficient in cash management
- Works well under pressure
- Credit card processing
- Appointment setting
- Advanced clerical knowledge
- High level of accuracy
- Strong account analysis skills
- MS Office expert Self-sufficient
- Committed to maintaining data integrity
- Excellent time management skills
- Independent worker Detail-oriented
- Computer proficient
- Expertise in invoice and payment transactions PowerPoint knowledge PeopleSoft expert
- CES System
- Claims Experience
- SEIN
- SEIU
- FIPS
- PIRS
- Aclaims
- Ebill
- Call Center

Experience

Customer Service Advocate II

October 2014 to March 2015 Company Name - City , State

I worked at MarketPlace Operations at BlueCross BlueShield where I provided accurate, prompt and courteous responses to all inquiries by members internal and external , agents and providers in a call center setting. I handled inquiries that required extensive research, coordination with other departments and accurately documented information. I worked using the CES system along with Aclaims, Ebill, PIRS, FIPS , SEIU, RMIM, RMIH, and INFP's. I received positive feedback from members, agents and management regarding my work performance.

Customer Service Representatives

November 1998 to September 2014 Company Name - City , State

Responsible for entering all payments for the office every day. The money amount was as high as \$25,000 some days. Answered an average of 200 call per day by addressing customer inquiries, solving problems and providing information about their utility service. Greeted customers entering the office and addressed their needs with billing, payment or setting up their utility accounts. Entered time sheet information for all employees at our local office and scheduled meetings for

manager. Responsible for all paperwork turned in by employees that need to be entered for company and OSHA requirements. Responsible for all statistical information required on a monthly basis by our corporate headquarters. Responsible for entering all information pertaining to inventory of equipment, scheduling any transfer or pick up of equipment. Handled all invoices and payment to vendors for the local office. Handled daily heavy flow of paperwork and cooperated with the accounting departments on invoicing and shipping problems. Set up and explained utility accounts to new customers. Responsible for emergency situations with customers and making sure information has been given to the proper person to resolve the problem. Responsible during emergency weather or hazards to be on site at work to help with customer needs. Described products to customers and accurately explained details about the programs that were offered. Investigated and resolved customer inquiries and complaints in a timely and empathetic manner. Participated in physical inventory counts every quarter.

Education

High School Diploma : Education. I Coastal Carolina University - City , State , US

High School Diploma: Coastal Carolina University - Conway, SC I attended Coastal Carolina University with a major in Education. I left one semester before finishing my degree due to family obligations. My last three semesters I earned 4.0 each semester. My GPA was 3.6 when I left school.

Skills

Accounting, Accounts To, Basis, Billing, Customer Inquiries, Customer Service, Inventory, Invoices, Invoicing, Payments, Receptionist, Retail Sales, Scheduling, Shipping, The Accounting, Account Analysis, Archiving, Cash, Cash Management, Clerical, Credit, Credit Card, Customer Service Representative, Data Archiving, Data Integrity, Detail-oriented, Etiquette, Filing, Forecasting, Invoice, Ms Office, Operations, Peoplesoft, Phone Etiquette, Powerpoint, Problem Solver, Time Management, CES, Claims, PIRS, FIPS, Ebill, Aclaims, RMIM, RMIH, SEIU