

## SENIOR CUSTOMER SERVICE ADVOCATE

### Professional Profile

Over ten years of management and customers services skills in retail and call center environment. Expert computing and technology skills in multiple software applications.

### Qualifications

- Leadership
- Sales
- Writing
- Communications
- Customer Service
- Training
- Counseling
- Client Support
- Multitasking
- Professional
- Microsoft Office

### Relevant Experience

Increased client engagement in all Active Health products and services sales by 98%. each quarter.

### Experience

Senior Customer Service Advocate

October 2010 to November 2016 Company Name - City , State

- Provides daily leadership to customer service staff.
- Identifies system and workflow improvements to enhance the team's efficiency.
- Handles telephone and written correspondence from varied sources.
- Explains customer/member specific plan of benefits along with member's responsibilities in accordance with contracted arrangements.
- Documents and tracks all member contacts, events, and outcomes via appropriate systems.
- Accesses information from a variety of systems and references including contracting and network system.

### Shift Supervisor

August 2009 to October 2010 Company Name - City , State

- Completed day to day operation of the store such as overseeing staff.
- Responded to customer inquiries and complaints.
- Directed and supervised employees engaged in sales, inventory-taking,
- Reconciling cash receipts, or in performing services for customers.
- Monitored sales activities to ensure that customers receive satisfactory service and quality goods.
- Assigned employees to specific duties.

### Manager of Parts Sales

December 2008 to July 2010 Company Name - City , State

- Resolved customer complaints regarding services, products, or personnel.
- Monitored sales staff performance to ensure that goals are met.
- Conferred with company officials to develop methods and procedures to
- Increased sales, expand markets, and promote business.
- Determined replacement parts required, according to inspections of old parts,
- Examined returned parts for defects, and exchange defective parts or refunded money.

### Sales Consultant

October 2007 to June 2009 Company Name - City , State

•Assessed nutritional needs, diet restrictions and current health plans to develop and implement dietary-care plans and provide nutritional counseling.

- Consulted with physicians and health care personnel to determine nutritional needs and diet restrictions of patient or client.

- Counseled individuals and groups on basic rules of good nutrition, healthy eating habits and nutrition monitoring to improve their quality of life.

- Developed curriculum and prepare manuals, visual aids, course outlines and other materials used in teaching.

Recovery Specialist

January 2007 to January 2008 Company Name - City , State

- Received payments and post amounts paid to customer accounts.
- Located and monitored overdue accounts, using computers and a variety of automated systems.
- Recorded information about financial status of customers and status of collection efforts.
- Located and notified customers of delinquent accounts by
- Advised customers of necessary actions and strategies for debt repayment.
- Skilled in persuading customers to pay amounts due on credit accounts, damaged claims, or non-payable checks, or to return merchandise.

Branch Manager

January 2006 to January 2007 Company Name - City , State

- Supervised all daily operations of the branch which included: hiring, firing and maintaining of personnel, staff training, and schedules.
- Established and maintain relationships with individuals and businesses.
- Examined, evaluated, and processed loan applications.
- Reviewed collection reports to determine the status of collections and the amounts of outstanding balances.
- Responded to all customer complaints and resolved any problems.
- Ensured the highest level of customer service.

Branch Manager

January 2006 to January 2007 Company Name - City , State

- Supervised all daily operations of the branch which included: hiring, firing and maintaining of personnel, staff training, and schedules.
- Established and maintain relationships with individuals and businesses.
- Examined, evaluated, and processed loan applications.
- Reviewed collection reports to determine the status of collections and the amounts of outstanding balances.
- Responded to all customer complaints and resolved any problems.
- Ensured the highest level of customer service.

Sr Appeal & Complaints Analysts

November 2016 to Current Company Name - City , State

Review, research and respond to complaints within the required time frame established by the better business bureau. Review, research and respond to regulatory complaints including CFPB, state attorney General office and other regulatory agencies. Ensure received complaints are documented and recorded on the appropriate spreadsheets. Provide weekly analyst identifying trends by type, state and client. Validate and verify complaints and answered in timely fashion with the appropriate responses. Identify high risk or problematic complaints and notify Compliance Management team. Complete call reviews, determine if any disciplinary action should be taken. Provide coordination for compliance and regulatory related projects. Effectively communicate levels of risk to specific departments. Ability to advise senior management on any regulatory charges that may affect risk and provide recommendations to mitigate the potential risk. Coordinate with Legal team to ensure aware of potential cross over between complaints and ADLs or lawsuits. Collaborate with Compliance Management Team to ensure that the entire company is aware of compliance requirements and issues. Support the Director of Compliance, VP of Compliance and Chief Compliance Officer in their roles and daily task.

## Education

Bachelor's Degree : Business Administration , May, 2013 Strayer University - City , State , USA

MBA : Health Services Administration , 2016 Strayer University - City , State , United States

## Skills

basic, benefits, cash receipts, counseling, credit, client, customer service, staff training, financial, firing, hiring, inventory, leadership, materials, exchange, money, network, personnel, quality, Reconciling, sales, teaching, telephone, workflow, written