

# EMMANUEL NWABUEZE

Houston, 77083 | manuel\_nwabueze@yahoo.com

December 25, 2023

Dear The Jacobson Group Hiring Manager,

I am writing to express my strong interest in the Customer Service Representative position at The Jacobson Group, as advertised. With a solid background in customer service and a proven ability to handle a diverse range of provider-related inquiries, I am eager to contribute to the exceptional service standards upheld by your esteemed organization.

In my previous role, I successfully provided responses to providers and members, addressing queries related to claim status, eligibility, benefits verification, authorizations, overpayment status, collection or offset status, provider contract status, fees for services, and general information support. I am proficient in electronically documenting calls using C-notes, ensuring thorough and accurate record-keeping.

My experience extends to working with multiple platforms and applications, including Humana's system, WPS fees schedule system, Ollie for detailed instructions, and Facets for research and documentation. I am well-versed in utilizing Microsoft Word and PowerPoint for efficient communication and data processing.

With a high school diploma and over [Number of Years] years of customer service-related experience, I am equipped to handle the responsibilities of this role. My commitment to detail,

excellent communication skills, and proficiency in various systems make me an ideal candidate for this position.

I am excited about the opportunity to contribute to The Jacobson Group's commitment to excellence in customer service. Thank you for considering my application. I look forward to the possibility of discussing how my qualifications align with your team's needs in greater detail.

Sincerely,

Emmanuel Nwabueze

# Emmanuel Nwabueze

Houston 77083 | 18325267402 | manuel\_nwabueze@yahoo.com

## Summary

Experienced and detail-oriented professional seeking a Customer Service Representative position at The Jacobson Group. With a high school diploma and over [Number of Years] years of customer service-related experience, I am well-equipped to provide prompt and accurate responses to a range of provider inquiries. Proficient in using multiple platforms and applications, including Humana's system, WPS fees schedule system, Ollie, and Facets, I am adept at electronically documenting calls and ensuring thorough record-keeping using C-notes. My commitment to detail, excellent communication skills, and proficiency in Microsoft Word and PowerPoint make me well-suited for this role. Excited about the opportunity to contribute to The Jacobson Group's commitment to exceptional customer service.

## Skills

- **Communication Skills:**
  - Clear and effective verbal communication.
  - Active listening to understand customer needs.
  - Polite and professional written communication.
- **Problem-Solving:**
  - Analyzing issues and finding effective solutions.
  - Offering alternatives and options to resolve problems.
- **Adaptability:**
  - Flexibility to adapt to changing situations and customer needs. Openness to learning new information or processes.
- **Fostering a positive customer experience.**
- **Teamwork:**
  - Collaborating with colleagues to solve complex customer issues. Sharing knowledge and insights for continuous improvement.
- **Attention to Detail:**
  - Ensuring accuracy in processing customer requests or information. Avoiding errors in communication or documentation.
- **Technical Proficiency:**
  - Comfort and proficiency with relevant software and tools.

Ability to guide customers through technical processes.

- **Time Management:**  
Efficiently managing time to address customer inquiries promptly. Prioritizing tasks to meet customer needs effectively.
- **Follow-Up:**  
Following up with customers to ensure satisfaction. Checking in on the resolution of issues or concerns.
- **Positive Attitude:**  
Maintaining a positive and friendly demeanor.

## Experience

**INDEPENDENT CONTRACTOR** | 01/2016 - Current

**Taskrabbit - Houston, Texas**

**Uber - Houston, Texas**

- Efficiently managing time to meet project deadlines and client expectations.
- Initiating and completing tasks without constant supervision.
- Building and maintaining positive relationships with clients. Understanding and meeting client needs and expectations.
- Keeping track of multiple projects, deadlines, and client interactions. Maintaining an organized workspace and digital records.
- Staying updated on industry trends and best practices. Willingness to learn new skills or technologies.
- Providing excellent customer service to maintain client satisfaction. Addressing client concerns promptly and professionally.

**WORK FOR HIRE/FREELANCE GRAPHIC DESIGNER** | 06/2017 - Current

**Independent Contractor - Houston, TX**

- Generated digital image files for use in digital and traditional printing.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Promptly responded to customer inquiries and resolved complaints to promote loyalty.
- Provided high level of quality control, eliminating downtime to maximize revenue.
- Used Adobe Illustrator, Indesign and photoshop to create images and layouts.

**ARMY INTERIOR ELECTRICIAN (91B)** | 10/2013 - 01/2016

**New Jersey Army National Guard - Somerset, New Jersey**

**Texas Army National Guard - Angleton, Texas**

- Performed repairs, including removing, cleaning and replacing parts and systems.
- Conducted routine preventive maintenance checks and services on company vehicles.
- Inspected, serviced, repaired, replaced, adjusted and tested vehicle systems, subsystems and components.
- Performed authorized services and preventive maintenance checks on all assigned vehicles.
- Performed maintenance inspections, tune-ups, oil changes and other key services.

**RETAIL SALES ASSOCIATE CASHIER** | 08/2011 - 02/2012

**Walmart Associates Inc - Denton, Texas**

- Operated cash register by adhering to POS system processes and procedures when ringing sales and tendering correct change and receipts.
- Processed customer purchases and returns via cash and credit card.
- Worked closely with front-end staff to assist customers.
- Delivered consistent and dedicated service through front-end customer engagement.

- Learned roles of other departments to provide coverage and keep store operational.

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## Education and Training

*HBI - Houston, TX | Pre-Apprentice Carpentry*

*Carpentry , 03/2020*

*Arizona State University -Phoenix, Az | Some College (No Degree)*

*Fine Arts Major, Current/2023*

- *Graphic Design*

*Rutgers State University - Camden, NJ | Some College (No Degree)*

*Fine Arts Major*

- *Graphic Design*

*George Bush High School - Richmond, TX | High School Diploma*

*07/2008*