

# Sherrick McNeal

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6260 N 15<sup>th</sup> st ♦ Philadelphia, PA 19141 ♦ C: (215) 779-5739

Email: [smcneal89@gmail.com](mailto:smcneal89@gmail.com)

## Highlights of Qualifications:

- Excellent interpersonal, oral, analytical and written communication skills
- Ability to maintain a positive and objective approach when confronted with difficult situations
- Committed team player capable of working independently or in a team setting
- Recognized for being reliable, efficient, organized, able to multi-task, focused and highly motivated
- Proficient in word processing and database software
- Uncommon ability to work effectively with diverse members and groups

## Professional Experience:

Customer Service Representative

Social Security Administration, Philadelphia, Pennsylvania

GS-08: 06/16/2017 - Present

GS-07: 06/12/2016 – 06/15/2017

GS-06: 06/14/2015 – 06/11/2016

GS-05: 06/15/2014 – 06/13/2015

- Respond to inquiries from internal clients, as well as, public about eligibility, rights and benefits for Supplemental Security Income, Retirement, Survivor and Disability Insurance and other types of government and public services via the Social Security Administration national 800 number.
- Research, interpret and apply appropriate statutes and regulations to provide justification, as well as, clarification on both eligibility and ineligibility decisions.
- Interview applicants to elicit statements, assess eligibility, and analyze information to identify facts that form the basis for decisions concerning Supplemental Security Income abbreviated applications.
- Use electronic systems to provide complete interactive computations and provide clients with primary insurance amounts, delayed retirement credits, and worker's computations offsets.
- Mentored and provided "on the job" training by advising representatives on all phases of Social Security programs while they are conducting "live" interviews with the public over the 800# telephone network.
- Investigated case situations and reconciled discrepancies causing interruptions in the receipt of monthly benefits.
- Responsible for processing Medicare general enrollment and special enrollment applications, benefit verification letters, addressing overpayments and underpayments, initiating claims leads, and establishing post entitlement appointments.

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- Responsible for communicating via administrative messages with local SSA offices and the Payment Center as needed in accordance with the Teleservice Center policy.
- Prepare documents for claimants based on their needs including but not limited to replacement social security card applications, Medicare enrollment and disenrollment forms, overpayment waiver forms and W-4 tax withholding forms.

Customer Service Manager

Member Solutions, Hatboro, Pennsylvania

January 2013- June 2014.

- Ensure call center is staffed sufficiently to support client and customer call volume and support.
- In coordination with the HR department, post positions, interview candidates and ensure that an experienced, well-functioning and properly staffed team is in place at all times.
- Scheduling — ensures that we have sufficient staffing levels and experience to meet our service guidelines and performance objectives.
- Effectively communicated complex software issues and technical problems to executives for product development.
- Analyzed systems and gathered data from our client base, as well, as internal and external customers to adequately define and identify goals.
- Directly oversight of PTO, payroll submission, and management of overtime hours.
- Complete Performance reviews-As required by Company policy, including any required disciplinary actions
- Tested new products releases for bugs and inconsistencies to ensure product reliability.
- Quality Control - Monitoring, coaching and providing direct feedback to all CSR's on a consistent basis
- Delinquency Management

Customer Service Supervisor

Member Solutions, Suite 261, Jenkintown, Pennsylvania

March 2012 – January 2013

- Investigate customer's difficulties and find resolutions.
- Communicate with customers via phone, email, or letter.
- Hire, train, and terminate customer service agents.
- Provide scripts to read from during phone calls.
- Handle major incidents that cannot be resolved by agents.
- Compile and print reports on overall customer satisfaction.
- Isolate and identify areas of improvement.
- Train agents on how to adequately address challenges over the phone or how to write correspondence.
- Work with management on customer service initiatives.
- Utilize social media to respond to customer complaints and praise.

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### **Education:**

Community College of Philadelphia, Philadelphia, PA

AA Business Administration

Expected Graduation

December 2018

### **Skills:**

- Transcription (70wpm, 10-key)
- Microsoft Office (Excel, PowerPoint, Word)

### **Affiliations and Honors:**

- Exemplary Contribution Service Award (08/2017)
- Recognition Of Contribution performance Award (07/2017)
- Exemplary Contribution Service Award (08/2016)
- Employee of the Year, Member Solutions
- Shining Star, Member Solutions
- Two Time Employee of the Quarter, TD Bank

### **Professional References:**

- Shawn Edmonds: (267) – 858-1644
- Jaleesa Rozier: (215) 356 -1601
- Kendra Newman (856) 571-2285