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| AARON LILLY | 336-546-2654  <Aar09lilly@gmail.com> |

Demonstrated career proficiency in **customer service** with **Tier 2** experience. Educated in **Information Technology** administration and development. **Customer-focused** **approach** leveraging **creative** problem-solving approach for resolution of technical issues highlighted by flexibility, versatility, and a positive outlook. Proficient trainer focused on education-based delivery. **Effective communicator** that specializes in conflict resolution.

TECHNICAL SKILLS

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| * Office 365, SharePoint * Microsoft Office Suite * HTML, CSS * JavaScript, Jquery | * ServiceNow * AutoTask * SharePoint * Call Center Analyst I,II |  |

EXPERIENCE

**Call Center Analyst II** – Provider, Patient Direct Contact,

Talon Healthy IT LLC – HCTec LLC, Winston Salem, NC **2018 – Present**

Assisted with **Remote Troubleshooting** of problems encountered by Health Care Professionals,

also provided **password assistance** for patients related to online accounts.

* Workflow included viewing and submitting tickets with **AutoTask** and **ServiceNow** with 1000+ monthly tickets submitted.
* Remote Connection included **printer installs**, **clearing profiles**, as well as obtaining and **documenting detailed information** if other additional teams were needed for Tier III assistance.
* Additional projects including : **creating read-only access site to an API**, building an **internal shortcuts-links HTML** site, building a **JavaScript quiz** site for potential onboarding and training, creating a **Twillio** **MVC site** which would have provided internal staff the ability to send URL links directly to clients phones.

**Customer Service Engineer** - Correspondence Team, Grievance Team

Blue Cross Blue Shield of North Carolina,Winston Salem, NC **2012 – 2018**

Collaborated with healthcare providers and provided technical support and client assistance while **adhering to** **HIPAA** **regulations**.

* Error-corrected benefits documents containing **PII** resulting in over $100,000 in company savings
* **Trained**, on-boarded, and **evaluated** up to 50 new hires annually
* Completed process improvement initiative to enable leadership to assess employee training deficiencies by **developing a tracking process** for quality scoring of customer service representatives

**EDUCATION**

Computer Information Technology at Mitchell Community College, Statesville, NC

**Software Development Training,** SightSource LLC, Winston Salem, NC