

KASSANDRA TSIHLIS

Professional Customer Service & Operations Specialist

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PROFESSIONAL SUMMARY

Delivering high-level administrative and healthcare support through expert inbox management, appointment coordination, patient and client communication, and precise records maintenance. Offering 7+ years of experience in fast-paced service environments, with advanced skills in escalation resolution, documentation accuracy, and workflow efficiency. Trained in **Electronic Health Records (EHR) Management and HIPAA certified**, ensuring secure, compliant support for healthcare professionals and medical teams.

CORE SKILLS & KEYWORDS

Customer Service • Call Center Operations • Move Coordination Support • Scheduling & Appointment Optimization • Dispatch & Staffing Coordination • Escalation Management • Outbound & Inbound Calls • Client Verification & Validation • CRM Documentation • Quality Assurance (QA) • SOP Development & Revision • First Call Resolution (FCR) • CSAT • SLA & KPI Tracking • Billing & Payroll Support • Data Analysis & Reporting • Power BI • MS Excel • Google Sheets • Deputy • Timely • Xero • Shopify • Sendle • VoIP Phone Systems

PROFESSIONAL EXPERIENCE

Risk & Compliance Specialist II

Uber -- Merchant Accounts December 2022 -- March 2025

- Managed **100+ merchant cases weekly** across multiple risk categories, including account validation, documentation review, and dispute resolution, maintaining a **90% successful resolution rate**.
- Conducted **end-to-end verification of merchant information**, reviewing legal, financial, and operational documents to ensure accuracy, authenticity, and compliance with internal standards.
- Completed **30-50 outbound verification calls per day** to merchants/clients to confirm account details, resolve discrepancies, and validate eligibility with a **95%+ verification success rate**.
- Submitted and contributed to **Standard Operating Procedure (SOP) revision requests**, helping reduce validation errors by **20%** and improve consistency across the team.
- Acted as the primary **liaison between merchants and internal teams** (risk, operations, escalations), resolving complex cases efficiently while meeting SLA targets.
- Reviewed escalated cases and quality findings to ensure adherence to service standards, documentation accuracy, and policy compliance.
- Entrusted with **independent decision-making** on merchant validation outcomes, reflecting senior-level responsibility within a regulated, high-volume environment.

Executive Assistant / Operations Support

December 2022 -- May 2024

- Supported day-to-day **operations, scheduling, and staffing coordination** across teams to ensure service continuity and balanced coverage.

- **Systematized daily agendas and scheduling workflows**, eliminating duplicate bookings and improving appointment utilization by **30%**, allowing reclaimed availability to be offered to additional clients.
- Reviewed and cleaned scheduling data in **Deputy and Timely**, resolving **20-30 duplicate or conflicting appointments weekly** and maximizing full-day operational capacity.
- Optimized staff schedules and shift coverage, reducing coverage gaps by **25%** and improving workforce utilization.
- Analyzed booking, sales, and performance data using **Power BI, Excel, and Google Sheets** to support operational planning and leadership decision-making.
- Managed payroll records and financial documentation in **Xero**, maintaining **100% on-time and accurate submissions** in compliance with internal controls.
- Coordinated order tracking, inventory monitoring, and shipment timelines using **Shopify and Sendle**, supporting timely service fulfillment.
- Acted as a **cross-functional coordination point** between leadership, frontline staff, and operations teams to resolve scheduling and workflow issues efficiently.

Subject Matter Expert -- Telecommunications Account

August 2021 -- December 2022

- Served as the **primary escalation point and subject matter expert** for high-volume, complex customer service and account-related issues, handling **30+ escalated cases daily**.
- Consistently **met and exceeded KPI requirements**, including First Call Resolution (FCR), CSAT, and compliance metrics, while maintaining accuracy under pressure.
- Resolved customer concerns beyond scripted SOPs by applying **critical judgment and empathy**, de-escalating frustrated clients and restoring trust during sensitive situations.
- Conducted **quality assurance (QA) calls and case reviews**, identifying gaps and coaching agents to improve resolution accuracy and customer experience.
- Provided real-time guidance to agents on **account validation, documentation standards, and service workflows**, reducing repeat contacts by **20%**.
- Mentored new and tenured agents, sharing best practices that improved quality scores, efficiency, and team performance.
- Recognized as **Top Agent and SME** for excellence in customer service, escalation handling, compliance adherence, and operational accuracy.

Customer Service Agent -- Financial Account

September 2019 -- July 2021

- Handled high-volume inbound customer calls related to accounts, billing, and service requests with accuracy and professionalism.
- Verified customer identities and account information while adhering to strict compliance and documentation standards.
- Documented service interactions and escalated complex cases to senior teams, supporting operational efficiency and audit readiness.
- Assisted with fraud detection and claims handling by identifying irregular account activity and following escalation protocols.
- Recognized for consistent delivery of high-quality customer service and attention to detail.

Customer Service & Cash Handling Associate

January 2015 -- December 2018

- Delivered frontline customer service while accurately processing cash, card, and digital transactions.
- Resolved customer concerns efficiently, maintaining high satisfaction and repeat business.
- Supported inventory tracking and restocking to ensure smooth daily operations.
- Developed strong communication, multitasking, and problem-resolution skills in a fast-paced environment.

AWARDS & RECOGNITION

- Top Performer -- CRK Merchant Account Takeover (2024)
- Top Performer -- CRK ASR (2023)
- Top Non-Negotiable Achiever -- Verification (2022)
- First Call Resolution Queen (2021)
- Overall Top Agent (2021)
- Most Outstanding Employee of the Year (2016)

EDUCATION

Electronic Health Records Management

Louisiana State University Shreveport / March 2025 -- January 2026

High School Diploma

Sta. Lucia High School / 2008 -- 2012