

Carolina Cabrera Equez

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Summary of Qualifications

A results- driven professional with excellent communications skills and extremely organized. Self-disciplined and energetic, thinking clearly and calmly in fast-paced environments.

Key Strengths Include:

- Results-driven, goal oriented and customer service focus
- Strong communication, organizational, analytical and problem-solving skills
- Excellent time management skills; works well under pressure
- Proficient in Word, Excel, Outlook and PowerPoint
- Bilingual: English and Spanish

Experience

MARCH 2020 - SEPTEMBER 2020

Abbott (Acelis Connected Health), Orlando, FL – *Customer Service Professional*

- Served as the primary liaison for patients regarding test results, supply orders and general program inquiries such as authorizations, referrals and eligibility.
- Completed call logs to record customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken
- Responsible for handling high volume of inbound calls, while simultaneously navigating multiple systems to answer customer's questions.

AUGUST 2018 - AUGUST 2019

Partners HealthCare, Somerville, MA – *Customer Service Professional*

- Served as the primary liaison for members and providers regarding general program inquiries such as eligibility verification, authorizations, referrals, claims, materials fulfillment, address change and Primary Care Physician assignment
- Responsible for answering 100+ calls per day and delivering excellent customer service to more than 150K members
- Responsible for navigating multiple systems in order to resolve customer issues

Education

MAY 2018 - Bachelor of Science

Johnson & Wales University, Providence, RI – *Advertising & Marketing Communications*

NOVEMBER 2020 - Bootcamp

University of Central Florida, Orlando, FL – *Full Stack Developer*