

Christopher Kennard

Pflugerville, TX 78660

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Authorized to work in the US for any employer

Work Experience

Enrollment Specialist

Fresenius Medical Care - Austin, TX

March 2020 to Present

(Remote) Inbound, Outbound Enrollment specialist

Engaging with candidates regarding the benefits of our health program and finalizing enrollment.

Updating new member's accounts with HIPPA protected information. Meeting deadlines and quotas.

- Quality Assurance
- Customer support
- Metrics and goals
- Outbound cold calling and follow-ups
- Inbound follow ups / Enrollments / Warm transfers
- Extreme empathy & Compassion
- Updating and closing accounts
- Exceed Enrollment goals and rates
- Daily use of Microsoft Excel Teams and Outlook.
- Weekly Meetings and One on Ones

Fresenius Health Services Operations Specialist

Fresenius Medical Care - Austin, TX

October 2019 to March 2020

(Remote) Inbound , Outbound call assistance, assist patients by organizing transportation, medical assistance, scheduling appointments, assistance locating to in-home therapy/assistance provider.

Call documentation

- Fast pace Multitasking
- Customer support
- Metrics and goals
- Softphones
- Microsoft Teams
- Microsoft Excel
- Outlook and Fresenius Care Team Hub Platform.

Inside Sales Representative

Renewal by Andersen - Austin, TX

December 2016 to August 2018

- Inbound and outbound dialing, Microsoft Outlook, Excel, and Word.
- Managing customer accounts with detailed notes and callbacks.

- Public record tracking and documentation.
- Active listening and rebuttals.
- meet daily and monthly metrics
- Team collaboration

Correctional Officer

Texas Department of Criminal Justice - Austin, TX
May 2014 to April 2016

Responsibilities

Supervise over 200+ inmates during my 12 hour day, as well as document the status and maintain order of my duty post.

Accomplishments

I have helped control and improve the moral of my work zone while also demonstrating grate leadership as a young officer.

Skills Used

Written, verbal, and communication.

Online Concierge

All Web Leads. - Austin, TX
November 2013 to May 2014

(Remote)

Responsibilities

Acquire information on prospects wants and needs then connecting the prospect with the most compatible insurance representative.

Accomplishments

I was the rising star of all the virtual concierges with in the first month of my employment with one of the highest percentage of prospect successful transfer rate.

Skills Used

verbal, typing, computer knowledge, and communication.

Education

BootCamp in Full Stack Web Development

The University of Texas at Austin
September 2021 to Present

High school diploma in General Studies

Hendrickson High School - Pflugerville, TX
2010 to 2013

Skills

- Sales (6 years)

- Supervising (2 years)
- Telecommunications (7 years)
- Documentation (6 years)
- Communications (6 years)
- Typing (6 years)
- Security (2 years)
- Customer Service (7 years)
- Filing (2 years)
- Coaching (Less than 1 year)
- Medical Scheduling (3 years)
- Medical Records (3 years)
- Data Entry (2 years)
- Account Management (5 years)
- Medical Records
- Medical Scheduling (2 years)
- Law Enforcement
- HIPAA (3 years)
- Cold Calling (2 years)
- Customer support (6 years)
- CRM software
- jQuery
- Bootstrap
- HTML5
- CSS
- GitHub
- Node.js
- JavaScript
- Git
- Retail sales (4 years)
- Remote work (4 years)
- APIs
- Web services
- REST
- React
- JSON
- Customer Care (5 years)

Links

<http://www.linkedin.com/in/christopher-kennard-13a479213>

<https://github.com/chris79kennard>

Certifications and Licenses

Full Stack Web Developer

September 2021 to Present

Attended the University of Texas Full-Stack Developer Boot Camp

Graduation on 12/7/21