

Colette Byfield-Receptionist

"I am the First point of contact for your customers and the only one **you** need."

Cellular/Voicemail 860.869.6976 | Email colettebyfield@gmail.com

OBJECTIVE

A temporary receptionist position in a mid-sized company.

CANDIDATE SUMMARY

Friendly and experienced front office professional seeks receptionist position in a team oriented department. Sophisticated Time Management skills (classes completed). Specialist in streamlining disorganized systems and procedures. Outstanding Verbal and Written business communication skills. Confidential with sensitive information (medical information and social security numbers).

OFFICE SKILLS:

- Experienced with high call volume and heavy front office traffic
- Expert using multi-function office machines
- Intermediate MS Office 2010 user
- Efficient File and database organizer
- Inventory Supply Management

PROFESSIONAL EXPERIENCE

Senior Customer Service Representative, Cigna, Bloomfield, CT 2008-2009

- Answered 60+ inbound customer calls per day from providers and members.
- Researched and explained health plan benefits using multiple programs.
- Utilized diffuse procedures for customer conflict resolution.
- Faxed and emailed health id cards to members.
- Performed trouble shooting for customer log-in website.

Account Analyst, Travelers, Hartford, CT 2005-2008

- Managed 70+ accounts for small, mid-sized and large Fortune 500 companies.
- Acted as main billing/stewardship contact for internal and external clients.

Gifts Processor, Trinity College, Hartford, CT 2004-2005

- Accurately logged alumni contact information and gift amounts.
- Initiated courtesy calls to alumni.

Insurance Assistant, Marsh , Hartford, CT 2000-2003

- Processed high volume of insurance documents for Fortune 500 clients.
- Supported account team for daily account maintenance and annual policy renewals.
- Maintained adequate inventory supply for the department.