Objective

Obtain a position as a team-player in a people-oriented organization where I can maximize my experiences in a challenging environment to achieve the corporate goals.”

Profile

Over 4 years of customer service experience, familiar with fax machines, copiers/printers, e-mail, proficient in Microsoft Office, Excel.

Skills Summary

|  |  |  |
| --- | --- | --- |
| * Project Management * Report Preparation * Written Correspondence | * Computer Skills * Data Entry * General Office skills | * Time Management * Type 40-45 wpm. * Document generation * Document scanning |
|  |  |  |

Professional Experience

Account Analyzing/TECHNOLOGY

* Conducted regular account reviews internally on a scheduled and as needed basis.
* Responsible for optimizing revenue and profit from assigned accounts.
* Compliance with all healthcare facility, HMO, and insurance requirements.
* Input and corrected data on accounts when I received invoices and UB92 billing.
* Finances: accounts payable/receivable, invoicing, insurance billing, budgeting

Customer Service/Sales/Cash managEment

* Handled various cash transactions, cashing checks, cash withdrawals, money orders, etc.
* Provided excellent customer service.
* Assisted in product selections to meet the member’s needs.
* Back up where needed and balanced cash drawer at the end of every shift.

Professional Experience, continued

LEGAL CLERICAL SUPPORT

* Responsible for sorting mail, filing and general office duties.
* Arranged all the invoices to match orders for input into the computer.
* Assist paralegals with sorting and copying information for cases.
* Back up to front desk receptionist, answering phones, delivering faxes and case folders.

SR. CUSTOMER SERVICE Representative/PROJECT MANAGEMENT

* Delivered world class customer service and built customer satisfaction.
* Provided effective and timely resolution of a range of customer inquiries.
* Strive for one-call resolution of customer issues.
* Input accurate data in customer service tracking system, by using my data entry skills.
* Demonstrated the ability to help customers with eligibility issues, and insurance plan selection and questions.
* Increase customer experience by providing information on new products, rate plans, and services through up selling opportunities.

Employment History

Hartford hospital – Newington, CT

Account Analyst, 2004 to 2007

American eagle f.c.u. – East Hartford, CT

Customer Service Associate, 2003 to 2004

cantor colburn, llc. – Bloomfield, CT

Legal Clerical Support, 2003 to 2003

cigna healthcare, rx prime. – Bloomfield, CT

Sr. Customer Rep., 1998 to 2003

Education

eVEREST uNIVERSITY ONLINE – bRANDON, FL

Associate Degree in Criminal Justice, 2009-present

GPA: 3.50/3.89

Urban League-Hartford, CT

**ged**, **1990**