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| Kamby Green  76 Prospect Street E Hartford, CT 06108  Home: 860-541-0023  Cell: 860-833-1134  kambyg@aol.com  Career Snapshot  Ten years of commended performance in key customer service and support roles.  Expert in customer care/communications, problem solving, relationship building and user training and support.  MS Office “power-user” with additional proficiencies in assorted databases.  Computer Skills  Word, Excel, PowerPoint, Outlook  Mission Statement  Strive to exceed customer/ employer expectations by delivering second-to-none service. Maintain customer centricity in all initiatives and interactions, always putting the customer first. |  | Customer Service & Administrative Support  Call Centers ⦁ Online Support ⦁ Customer Service Desks  Key Skills | | |
| * World-Class Customer Service * Troubleshooting/ Problem Solving * Up-Selling/Sales Support * Customer Order Fulfillment | | * Call Center Operations * Technical/User Support * Complaint Handling * Reports & Documentation |
| Professional Experience | | |
| Classy Cutz — Hartford, CT | Hairstylist, 2010 to 2011 | |
| Englewood Tire — E. Hartford, CT | Customer Service Specialist, 2009 to 2010 | |
| IPT — Hartford, CT | Customer Service Rep, 2007 to 2008 | |
| Bank of America — Hartford, CT  Pratt & Whitney – E. Hartford, CT  Hartford Hospital – Hartford, CT  Medspan – Hartford, CT  Advest Bank – Hartford, CT | Proof Operator, 2004 to 2006  Administrative Asst, 2004 to 2006  Financial Counselor, 2001 to 2004  Claims Pre-Processor, 2000 to 2001  New Accounts Specialist, 1998 to 2000 | |
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| Performance Review Excerpts  “…Answer phones and respond to customer request, sell products and place customer orders in computer system, provide customers with products and service information, upsell products and services, transfer customer calls to appropriate staff, identify research, and resolve customer issues using the computer system, follow-up on customer inquiries if not immediately resolved. (IPT & Englewood Tire)  “…scheduling/re-scheduling of patients’ appointments, answers phones, takes messages and prepares patients’ charts. Health plan web sites are utilized for verification of patients’ health insurance coverage and benefits, accurately verifies and enters all patient and insurance demographics in order to bill patients’ health plans (Hartford Hospital)  “…Operates a proof machine which encodes and endorses checks and deposits and performs a variety of clerical functions relating to check processing. Finds errors and makes appropriate adjustments and corrections (Bank of America)  “…responsible for processing all new account transactions; assisting customers in their selection of various accounts and financial services; cross-selling the Bank's products and services; opening, maintaining and closing of all account types; performing branch clerical duties; promotes business for the Bank by maintaining good customer(Advest Bank)  “…answer, screen and transfer inbound phone calls, receive and direct visitors and clients general clerical duties including photocopying, fax and mailing, maintain electronic and hard copy filing system, retrieve documents from filing system, handle requests for information and data (Pratt&Whitney)  “… Ensures all required demographic, financial, referral/authorization, clinical, and other registration data is accurately collected, verified, and communicated appropriately. Functions include pre-registration/registration, pre-admission/ admission, insurance verification, referral coordination, pre certification, screening for financial counseling, eligibility determination, and pre-service communication and collection of any required deductibles or co-insurances.(Medspan)  “…provide hair care services to enhance their customer's appearance. Hairdressers and hairstylists provide a wide range of hair care services, such as shampooing, cutting, coloring and style hair accordingly (Classy Cutz)      Education  Weaver High School — Hartford, CT  Diploma, **1995** | | |