Keila M. Centeno

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# Qualifications Summary

Highly personable **Customer Service Professional** with three years of experience in call-center operations within the insurance industry.

* Talent for identifying customer needs.
* Demonstrated ability to gain customer trust and provide exceptional follow-up.
* Expertise in resolving escalated customer service issues.
* Secured numerous company achievement awards for delivery of exceptional customer service.
* Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, and Microsoft Outlook®).
* Multi-tasking is my greatest asset.
* One year managerial experience in retail setting
* Experience in handling confidential paperwork
* Experience with answering call with high call volume.
* Ability to take accurate phone messages and deliver messages promptly

# Professional Experience

Community Health Network – Wallingford, CT September 2009 to August 2010

##### **Member Service Representative**

* Respond to member inquiries concerning program benefits.
* Attempt to resolve routine member problems identified via member calls; refers to the Supervisor to resolve them
* Adhere to policies and procedures to ensure timely resolution of member inquiries; maintains contact with all parts of the organization to ensure that up-to-date and accurate information is provided to the members
* Distribute program information to members as appropriate Verify member eligibility with DSS and CT Access
* Answers the phone according to dept. standards to maintain an abandonment rate of less than 5%; and a speed-to-answer with 90%of calls within 60 seconds.
* Update member demographics (address and phone number)

Anthem Blue Cross and Blue Shield – North Haven, CT September 2007 to September 2009

##### **Customer Service Representative III**

* Respond to member inquiries concerning benefits
* Handled individual policy, Medicaid, Medicare supplemental Plans
* Reinstating member
* Casework/Draw Work
* Gave provided claims information
* Successfully completed jobs by time requested.
* Sending Claims to be reprocess/process

X-Pect Discount – East Haven, CT October 2006 to October 2007

##### **Cashier/Cash Office/Customer Service**

* Handled money on a daily basis
* Assigned break to cashiers
* Assisted customer in finding what they needed
* Matched receipt against cash at the end of the cashiers’ shifts
* Supervised cashiers

# Languages

### Fluent in writing, speaking and reading Spanish

# Education

### High School Diploma • Eli Whitney Technical High School – Hamden, CT

**References**

Provided upon request