
TAYSIA SLOCUM

1021 Tracy Lane, Lancaster, TX 75134 (682) 772-3118 ♦ Taysiaslocum133@gmail.com

PROFESSIONAL SUMMARY

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed sales quotas. Reliable and driven, with strong time management and prioritization abilities.

SKILLS

- | | |
|--------------------------|------------------------------|
| • Insurance | • Service-oriented |
| • Banking | • Conflict resolution expert |
| • Technology | • Courteous demeanor |
| • Claims questions | • Sharp problem solver |
| • Policy/account changes | • Energetic work attitude |

WORK HISTORY

Customer Service Representative, 03/2018 to Current

One Call Care – Addison, TX

- Answer customer telephone calls regarding existing accounts.
- Make requested policy and account changes.
- Respond to questions and concerns about service, and escalate calls appropriately.
- Consult with customers to evaluate needs and determine best options.
- Counsel customers on options for service and coverage
- Upgrade service and offer additional service packages or options
- Consistently improve customer satisfaction through expert resolution of conflicts, issues, and concerns.

Customer Service Representative, 12/2016 to 02/2018

Bank of America – Plano, TX

- Promptly responded to general inquiries from members, staff, and clients via telephone, mail, e-mail, and fax.
- Resolved service issues and shared benefits of additional services.
- Maintained up-to-date knowledge of bank policies regarding payments, account changes, and upgrades.
- Excelled in exceeding daily home loan application goals.
- Developed highly empathetic client relationships and earned reputation for delivering exceptional customer service.
- Cross-trained and provided back-up for other customer service representatives when needed.

Member Service Representative, 03/2016 to 12/2016

AON – Irving, TX

- Achieved high performance evaluations for call handling ability and quality of services provided to patients in a fast paced, high volume call center.
- Assisted patients with all aspects of insurance billing resolution or payments and documented any information or conversations in the computer regarding the patient's accounts.
- Understand the importance of dealing with confidential information.
- Resolved problems or forwarded to managers as needed to diffuse intense situations and frustrated callers.

Customer Service Representative, 05/2013 to 03/2016

Optum- Well Care – Irving, TX

- Verifying patients insurance coverage and benefits
- Communicating with insurance companies and/or prior authorization requests
- Responsible for reimbursement functions
- Processing patients payments, appeals, collection activity

EDUCATION

High School Diploma: Secondary Education, 2013

PJ Christian Academy - DeSoto, TX