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# CHRISTINA QUAYE

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Dallas, TX • 7133408603 • christyfosua89@gmail.com

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## OBJECTIVE

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“To obtain a position that will enable me to use my educational background, analytical, multitasking, strong communication skills and ability to work well with people to further acquire more training and development to reach company goals.”

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## WORK EXPERIENCE

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### Customer Service Advocate

02/2018 - Present

Cigna, Plano, TX

- Respond to complex customer inquiries regarding benefits, eligibility coverage and provide solutions to customers, clients and health care professional via phone and email. ·
- Set up leaves of absences for employees of different companies for products such as Family Medical Leave, Americans with Disabilities Act, Short-term Disability and different state leaves of absences. ·
- Solve problems customers have when they were out on a leave of absence and displayed critical thinking skills to update customer leaves in accordance to updates in their health condition.
- Interact with customers in a professional manner to educate and provide prompt accurate responses and resolution to customer inquiries. ·
- Answer phone about 50-80 phone calls daily in a high volume, face paced call center environment and met the daily and monthly metrics.
- Work well independently and productively with my team to assist customers by providing the best customer service, using multitasking skills to navigate multiple computer software programs, emails and research resource in order to provide the best assistance to customers/employees.

### Clinical Customer Service Associate

10/2016 - 02/2018

American Specialty Health, Southlake, TX

- Worked as a Senior Customer Service Cigna team agent answering incoming calls in a friendly, professional, accurate, timely and courteous manner by providing excellent customer service to health plan members and practitioner specialty offices.
- Completed logs regarding questionable member eligibility and researched, verified the coverage/benefits for members with specialty service health insurance plans.
- Investigated claims to identify problems which may adversely affect the clinical process and provided excellent customer service by taking the appropriate action to research errors in claims and sent the claims to be reprocessed correctly. ·
- Researched and corrected issues found in the overall customer service process by solving complex issues on claims and medical necessity review. ·
- Resolved issues with claims & medical necessity review with urgency and met the quality and production standards to exceed the company goals. ·
- Documented all calls appropriately, effectively and efficiently by following HIPAA guidelines. ·
- Met individual company goals by maintaining high quality assurance scores on calls taken, maintaining the average handle time expectations and following the company adherence goal by being punctual, maintaining excellent attendance and working in a timely manner.

**Adult Education Teacher (Volunteer)**

08/2014 - 07/2015

AmeriCorps, Houston, TX

- Received training and development through Houston Community College as a teacher in Adult Education to work as an AmeriCorps volunteer in a Non-profit organization called Community Family Centers. ·
- Assisted and instructed adult students by teaching literacy skills to English as a Second Language (ESL) students and Adult Basic Education (ABE) students in pursuit of their GED for advancement and job opportunities. ·
- Participated in the orientation, registration and assessment process; monitored and recorded student progress using formal and informal methods. ·
- Completed annual professional development requirements established by the Texas Education Agency.

**Credit Clerk**

12/2015 - 06/2016

Conns Corporate Office, Beaumont, TX

- Assisted customers in processing a loans or credit application for credit report.
- Interviewed applicants via telephone to obtain personal and financial data and filling out applications in a call center. ·
- Performed administrative multitasking tasks such as processing mail, taking phone calls to answer customer credit inquiries. ·
- Responded to telephone inquiries, answered customer inquiries related to the status of customer accounts and submitted credit applications. ·
- Performed limited research by verifying customer credit score, verifying income and employment for credit.

**Certified Nursing Assistant**

06/2012 - 02/2014

Epworth Villa, OKC, OK

- Assisted with basic direct patient care, support, companionship and nursing care to elderly patients. ·
- Responsibilities included: providing customer service, taking vital signs, caring for elderly by performing activities of daily living to the disabled, mentally ill, or injured patients in a health care setting. ·
- Documented patient actions by completing forms, reports, logs, and records to monitor patient progress, patient health condition and kept patient information confidential.

**Customer Service Representative**

12/2011 - 06/2012

Convergys, Moore, OK

- Provided excellent customer service, resolved escalated customer complaints, handled payments, negotiated account information, answered customer inquiries regarding company deals and packages and provided technical support.
- Troubleshoot all technical inquiries regarding Directv receivers and products over the phone by using all resources/tools and technology. ·
- Resolved about fifty customer problems per day effectively, efficiently and met company goals and expectations in a call center setting. ·
- Increased the customer experience by providing information on new products, programming packages and services by up selling company products in order to meet company goals.

**Student Assistant**

10/2010 - 07/2011

Oklahoma City Community College

- Answered phone calls and gained experience in general office duties such as: filing paperwork, photocopying, faxes. Helped with student and office projects for student career services and offered tutoring assistance to students. ·
- Tools: Microsoft Word, excel and Access, power point.

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## **EDUCATION**

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**University of Central Oklahoma** Edmond, OK  
Bachelors of Science in General Studies

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## **SKILLS**

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Excellent customer service skills, effective written and verbal communication skills, planning, detail oriented, multitasking, strong analytical abilities and problem solving skills, negotiation and persuasion, leadership skills, teaching skills, proficient with Microsoft Word & Outlook, Excel, Access and PowerPoint.

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## **ACTIVITIES**

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- Volunteer - XO Oklahoma organization (2013) , Helped all women affected by May 2013 Oklahoma storms through a pop-up boutique which served as donation.
- Internship- Parmelee Elementary School (2011), participated in field experience as the University of Central Oklahoma teacher candidate (3rd and 5th fifth grade).