

# HOLLY PROTHE

12490 Quivira Rd, Apt 320  
Overland Park, KS 66213

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## Service Specialist

Specialist in customer service, client relations, account support, document handling, administration

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Highly motivated and skilled professional seeking career advancement within dynamic, high growth organization that welcomes fresh ideas, initiative, dedication, and experience; demanding excellence in consistently meeting business objectives and exceeding targets. Exceptional ability to work under high pressure, offering more than 8 years of experience.

### **SKILLS HIGHLIGHTS**

- Recognized for professional excellence on many occasions; excellent communication/interpersonal skills.
- Identify and manage strategic relationships to leverage significant long-term business opportunities.
- Enthusiastic individual with excellent work ethic.
- Highly capable of multitasking within fast-paced environments, without compromising quality and timely completion of projects.
- Highly effective team player and self-starter, equipped with effective administrative, communication, as well as problem solving aptitudes.
- Ensure customer service and satisfaction is afforded highest attention and priority.
- Possess Property & Casualty Insurance licenses & knowledge

### **KEY COMPETENCIES**

Operational Management ▪ Quality Control ▪ Business Operations ▪ Customer Service

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## Professional Experience

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YRC FREIGHT

Operations Support Specialist	2018-2019
<ul style="list-style-type: none"><li>• Assigns all unassigned truck mileage to driver in web-based application optimized for YRC Freight.</li><li>• Outbound calls and emails to regional dispatch to identify driver information.</li><li>• Processes and organizes daily reports for accurate tracking.</li><li>• Converts City tractors to Linehaul per request in Verizon Connect.</li></ul>	

TSP STAFFING (CURRENTLY CONTRACTED WITH YRC FREIGHT)

### **Operations Support Specialist 2017-2018**

- Assigns all unassigned truck mileage to driver in web-based application optimized for YRC Freight.
- Outbound calls and emails to regional dispatch to identify driver information.
- Processes and organizes daily reports for accurate tracking.
- Converts City tractors to Linehaul per request in Verizon Connect.

#### HOOPER HOLMES

### **Exceptions Analyst 2012 - 2017**

- Creation of 40-50 documents per hour
- Resolved document errors/customer situations
- Compiled and distributed customer satisfaction indexes
- Worked directly with customers to gather missing/erroneous biometric data, documentation or rescreens to facilitate timely handling
- Collaborated with account managers to resolve customer issues
- Data entry of customer records
- Handled any inquiries to screening information that is requested of us by email, phone, and fax
- Imaged and reviewed wellness documents
- Scanned and archived various medical documents
- Handled incoming and outgoing mail
- Assisted patients as needed
- Covered front desk as required
- Audited documentation and corrected mistakes of examiners and patients

#### US BANK

### **Customer Service Representative 2011**

- Handled incoming credit card customers' calls.
- Performed maintenance on customer accounts. (taking payments, updating account information, etc.)

#### TEAMBANK

<b>Customer Service Representative</b>	<b>2008-2009</b>
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- Imaged deposit and loan documents
- Audited documents for accuracy prior to archiving
- ensured accurate filing of customer documents within organization archives

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## **EDUCATION**

### **Associates in Liberal Arts ~**

Degree received from Johnson County Community College in December 2018.

## **TECHNICAL PROFICIENCIES**

Microsoft Office Suite (Word, Excel, PowerPoint), Microsoft Windows, Office equipment

## **REFERENCES**

**Steven Ortner** - Account Manager, Hooper Holmes, Steven.Ortner@Hooperholmes.com, 908-392-0947

**Tad Hunter** – Prior Supervisor, YRC Freight, 816-529-7699