

KRISTEN OJEDA

address

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Profile

Dynamic applicant in search of a Customer Service position at a San Francisco Start-up.

Passionate about minimalist design, cooking, technology, and travel, I am looking for a job that would allow me to combine my years of customer service experience with my enthusiasm and passion for helping others.

Experience

Case Manager, PHM San Francisco, CA 2011-Present

I started working here in April 2011 as an Enrollment Specialist. I interacted with patients via phone and email, enrolling them in our weekly testing program to track their Coumadin intake with a meter we would provide. I answered questions and concerns to the best of my ability, constantly researching and asking questions to give the best possible answer I could. From there, I was promoted to an Insurance Verification Specialist, where I assisted thousands of patients in learning about how their insurance would cover their medications and medical needs. For the past five months, I've worked as a Case Manager, working directly with patients as a Customer Service Representative. In this position, I respond to patient needs via phone, email, and through website chat regarding the program and website issues, as well as working directly with doctors and clinics. In addition, I handle disputes in accordance to existing policies and procedures, and work with the management team and peers to effectively resolve high-priority issues. Ultimately, I make sure each and every patient has all of the information they need to test successfully, and to ultimately live a healthy and happy life.

Customer Service Manager, San Francisco Shuttle Tours San Francisco, CA 2010-2011

I began working here in early 2010 as a Customer Service Representative, working my way up to Customer Service Manager. I worked with hundreds of people each day from all over the world, answering phones, booking tours, resolving customer and website issues, as well as managing all inventory and transactions. I managed all relationships with our customers, acting as the first point-of-contact when issues arose.

Student Assistant, SFSU College of Extended Learning San Francisco, CA 2009-2010

I began working here in early 2009 as a Student Assistant, helping to manage the AutoCAD, and Project Management programs. I did everything from organizing classes, meeting with instructors, scheduling appointments, answering emails and phone calls, to interacting with students, faculty, and staff. I was able to integrate my love for computers and technology into both programs by having all staff and faculty convert all documents and schedules to Google Docs and DropBox, saving departments time, money, and stress.

Web Design and Blog Intern, ZeroDivide San Francisco, CA 2009

I interned for ZeroDivide, a company with the goal of achieving social justice, equity, and access through community technology and diverse social change initiatives in underserved communities. I worked here for about a month, helping in the planning, promotion, and creation of everything having to do with a major journalism conference in San Francisco called Seizing the Moment: A Multimedia Training Conference for the Ethnic and Community News Media, where we successfully carried out the event and served various prestigious news journalist and individuals, such as the current President of the NAACP, Benjamin Todd Jealous.

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Customer Service, Graphic Designer, Minuteman Press Montclair, CA 2005-2008

I worked for my grandfather for a little over three years. I dealt with customers on a daily basis, and ran the shop most of the time on my own, dealing with transactions, phone calls, interactions, emails, faxes, orders, etc. I'm comfortable working with both Mac and PC computers, and developed my skills here with Word, Excel, Photoshop, Quickbooks, Powerpoint, and Dreamweaver.

Education

San Francisco State University, San Francisco, CA

Expected Graduation, Spring 2013

3.9 Overall GPA

- Major in Computer Science
- Major in Business Marketing & Design
- Minors in Human Sexuality & African American Studies

Activities

- *Leadership Chair of Alpha Phi Omega, a National Co-Ed Community Service Fraternity*
- *Hotline volunteer for the San Francisco AIDS Foundation*
- *Member of The Cinema Collective*
- *College counselor for troubled youth*

Skills

Interpersonal & Cross-Functional Skills

- HIPAA Certified
- Excellent customer service skills: exhibiting courtesy, kindness, efficiency and helpfulness.
- Excels under pressure & deadlines
- Stickler for spelling, grammar, and syntax.
- Identifies and resolves problems in a timely manner, gathers and analyzes information skillfully and maintains confidentiality.
- Strives to speak clearly and persuasively in positive or negative situations and demonstrates the skills of a diplomat in every day interactions.
- Strives to be consistent at work and on time. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Detail-oriented.
- Quick to learn new software, standards, and protocols
- Intuitively understands how to transfer skills from one environment to another
- Strong sense of leadership
- Delivers/ accepts confrontation professionally and gracefully
- Excels at public speaking and presentations
- Eager to learn and very adaptable.
- Unbelievably approachable and can do wonders on the phone.
- Confident in the ability to diffuse difficult situations on the spot.

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Software Skills

- Platforms/Languages: Macintosh OS X, Windows XP, HTML, CSS, currently learning Ruby, and Java
- Apple: Final Cut Pro, GarageBand, iWork [Pages/Keynote/Numbers], iMovie
- Adobe/Macromedia: Photoshop, Illustrator, InDesign, Dreamweaver
- Office: Google Apps, Word, Excel, PowerPoint, Outlook, FileMaker
- Web: Wordpress, Blogger, Twitter, Tumblr, Skype, Dropbox, Facebook

Referrals

Ahmad Saffi
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