

## HR CUSTOMER SERVICE REPRESENTATIVE

### Summary

Excellent team player with legal background and abilities to interpret laws, procedures, policies and processes; Client-oriented, results-driven and deadline-oriented with a high degree of initiative; Capable to undertake and resolve numerous and complex assignments with minimal supervision. Outstanding inter-personal, communication and customer service skills; Adept to organize, plan, and prioritize tasks with strong attention to details; Comfortable working in a fast-paced and multicultural environment. Experienced in quantitative research and data analysis. Highly proficient in Microsoft suite ( Word, Excel, Power point) with working knowledge of the World bank group systems including People Soft 9.1, SAP and Remedy.

### Highlights

- HR policies and procedures expertise
- New employee orientations
- People-oriented
- Organized
- Staff training and development

### Accomplishments

-Recognized as the top performer of the Intake team

\*Successfully handled 4258 incoming calls which represents 25% of the total incoming calls for the Fiscal year 2014 and 15% more of the average 10% incoming calls allocated to each Intake team

\*Resolved approximately 80 emails inquiries on a weekly basis within an average of 1.4 days which is 30% less than the 2 days Service level agreement.

### Experience

01/2002

HR Customer Service Representative 11/2012 to Current Bickford Senior Living

- Respond to inquiries about HR policies and procedures from clients and their dependents via telephone, emails, fax and walk-ins.
- Ensure that all queries are logged and tracked in Remedy database to promote quality assurance.
- Liaise with related departments, to include HR Teams, Visa, Payroll, Accounting and Travel to deliver timely service.
- Educate clients about the availability and usage of self-service options.
- Contribute in issues identification for inclusion into the knowledge base.
- Research policies and procedures including departmental and federal agency guidelines to provide current and comprehensive responses.
- Run and analyze daily reports to benchmark employee performance and compliance adhering to the 2 days Service Level Agreement to delivery service.
- Maintain tasks on track, and respond to deadlines and priorities.
- Accomplishments: Recognized as the top performer of the Intake team: Successfully handled 4258 incoming calls which represents 25% of the total incoming calls for the Fiscal year 2014 and 15% more of the average 10% incoming calls allocated to each Intake team
- Resolve approximately 80 emails inquiries on a weekly basis within an average of 1.4 days.

Consultant Project Manager 09/2009 to 07/2012 Phillips 66

- Wrote policy and procedures and completed other Department of Health licensing requirements for credentialing.
- Wrote all business related correspondence.
- Collected data to create client database.
- Organized client record filing.
- Updated and maintained clients records.
- Held presentations about business opportunities in quest for expansion with very little supervision.
- Prepared appointment package including salary and fringe benefits, letter of intent, security and medical clearance processes.
- Created employee file checklist for documents to be submitted with application.
- Prepared comprehensive and accurate materials for presentation.
- Accomplishments: Obtained the agency home health care license to operate in Pennsylvania.
- Designed marketing plan that increased clientele by 3% for this start-up venture.

Liaison Officer 07/2006 to 04/2009 Iem Springfield , IL

- Organized presentations with business partners regarding objectives to achieve.
- Partnered with physicians to obtain prior authorizations for services.
- Maintained and managed over 100 clients' accounts.
- Ran reports to evaluate employee productivity and benchmark case load increase rate from a quarter to another.
- Liaised between clients, physicians, insurers and management to inquire about potential service improvement suggestions.
- Communicated important service related information to clients and upper management.
- Provided feedback to client to promote quality service.
- Accomplishments: Created powerful information flow procedure to improve communication.
- Developed a reliable client health insurance database.

### Education

Master : Business Administration Business Administration

Master : Private Business Law Southeastern University City , State , France Private Business Law

Skills

Accounting, agency, benefits, clientele, client, clients, database, delivery, Department of Health, fax, filing, HR, insurance, marketing plan, materials, Payroll, policies, presentations, processes, quality, quality assurance, quest, Research, Service Level Agreement, supervision, telephone