

RAJ DUTT SHARMA

Remote, NYC / CT

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PROFESSIONAL SUMMARY

Customer Experience Specialist, writer, and editor with over 10 years of experience across technology, education, housing, wellness, and ecommerce. Proven track record in high-volume support environments, conflict resolution, standardized scoring, writing, and content editing. Skilled in building trust, translating complex information into accessible language, and improving customer satisfaction.

CORE SKILLS

Customer Experience, Medicare/Medicaid Support, Multichannel Support (Phone, Chat, Email), Healthcare Assistance, Tax Support, Conflict Resolution, De-escalation, Customer Satisfaction, Copywriting, Editing, Ghostwriting, Manuscript Editing, Blogging, Content QA, AI Writing Evaluation, Style and Tone Adaptation, Rubric Scoring, Quality Assurance, Reliability Tracking, Process Improvement, Inventory Management, Audit Support, Salesforce (familiar), Google Workspace, Microsoft Office, Trello, Slack, Calendly, Excel, Zendesk (familiar)

PROFESSIONAL EXPERIENCE

Customer Experience Specialist (WellCare Account)

Alorica – Remote

Aug 2025 to Present

- Support Medicare and Medicaid members through phone, chat, and email.
- Explain benefits, eligibility, and plan options.

- Research and resolve claims, billing, and coverage questions while maintaining HIPAA compliance.
- Handle high-volume inquiries with empathy and clarity.

AI Writing Evaluator

Outlier – Remote

Oct 2024 to Present

- Review AI-generated written content for accuracy, clarity, inclusivity, and coherence.
- Provide structured feedback to improve model performance.
- Identify bias, accessibility issues, and edge cases.

Remote Test Scorer

Pearson – Remote

Mar 2024 to Present

- Evaluate open-ended student responses using standardized rubrics.
- Achieved approximately 98 percent reliability across scoring periods.
- Exceeded productivity benchmarks while maintaining accuracy.

TurboTax Product Expert (Seasonal)

Working Solutions / Intuit TurboTax – Remote

Jan 2025 to Jul 2025

- Assisted customers with tax preparation software and IRS-related questions.
- Handled sensitive financial data with accuracy and compliance.
- Managed high call and chat volume during peak tax season.

Operations Associate

Gopuff – Manhattan, NY

Sep 2021 to Mar 2025

- Supported fulfillment operations including picking, packing, staging, and dispatch.
- Maintained inventory accuracy and store organization.
- Resolved order issues and coordinated with teammates and drivers.

Copywriter and Customer Experience Coordinator

Clarity Reiki – New York, NY

Mar 2019 to Mar 2025

- Wrote and edited website copy, newsletters, and email campaigns.
- Transcribed and adapted video content into articles and manuscripts.
- Managed inbox, scheduling, and client communication.

Recertification Specialist (Housing)

Metstaff – Brooklyn, NY

Dec 2022 to May 2024

- Processed housing recertification documentation including mail, faxes, and data entry.
- Communicated with residents to obtain required documentation.
- Assisted with NYS audits, notices, file review, and tax verification.

Editorial Associate

Waddle – Remote / NYC

Jan 2017 to Dec 2019

- Supported editorial operations including copy, curation, and quality assurance.
- Collaborated with a small team in a startup environment.

Research Intern

LiveLike (Techstars 2015) – NYC

Oct 2016 to Nov 2017

- Conducted research, user testing, and provided product feedback.
- Informed UX and feature prioritization.

ENTREPRENEURIAL AND FREELANCE EXPERIENCE

Ecommerce Business Owner

Self-Employed – Online

2012 to Present

- Source, list, and sell products on eBay, Amazon, and other platforms.
- Manage customer communication, shipping, logistics, and returns.
- Maintain strong seller ratings and curated inventory.

Freelance Writer and Ghostwriter

Self-Employed – Remote

2009 to Present

- Ghostwrite and edit content for individuals and businesses.
- Provide long-form, blog, and creative writing services.
- Develop concepts, outlines, and drafts.

Poet and Author

Self-Employed

2005 to Present

- Published "A Big Book of Nothing" and "Cover My Trails" in 2005.
- Released "you see a floor i see a horizon" in 2020 and "87 Steps" in 2025.
- Grew audience through Instagram @rajdpoetry.

EDUCATION

Bachelor of Arts in English

University of Connecticut

2006 to 2009

Technical Marketing Career Accelerator

Startup Institute NYC

2016

Creative Writing Coursework

NYU School of Continuing Education

2013