

Mari Vega

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Rockdale, IL 60436

Education

Joliet Central Highschool May 2014

Joliet Junior College Currently Attending

Experience

Physicians Immediate Care

Bolingbrook

Patient Care Coordinator

Nov 2017 – Dec 2018

- Greet customers and answer their questions in a friendly manner
- Verified patients insurances and collected co pays
- Scheduled, rescheduled, and verified patients appointments
- Answered a high quality of incoming calls and expedited all incoming calls to appropriate personnel
- Registered patients in a timely manner (Up to 100+ a day)
- Performed administrative duties such as faxing, pulling, and filing away patient charts, preparing and mailing off business letters

Aunt Martha's Outreach Services Olympia Fields

Call Center Representative

April 2017 – Nov 2017

- Timely call center response to all customer phone inquiries
- Customer Service provided based on defined company policy and procedures
- Follow up on all customer inquiries and complaints
- Provided Front Desk Reception support on an as needed basis
- Verification of Customer Insurance requests and inquiries
- Cooperation with in-network pharmacies to ensure accurate fulfillment of customer prescription needs

- Member of Spanish speaking support personnel for call center staff
- Daily Audit of client and customer scheduling to ensure accuracy

Metro PCSJoliet, IL

Customer Sales Representative

Aug 2015 – Aug 2016

- Timely response to all customer inquiries via phone or in person
- Maintained in depth knowledge of all company products and services offered
- Cross Selling of products and services to new and current customers
- Payment processing and problem resolution for all customer accounts
- Daily accounting of generated income and branch equipment
- Increased percentage of returning customers especially with the Spanish speaking market
- Consistently met weekly and monthly sales metrics for the district

Notables

- Fluent in Spanish
- Available to work weekends and holidays
- Solid working knowledge of computers
- Excellent communication skills