

# Sarah Alonso

Orlando, FL

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I am an organized and detail-oriented expert in the customer service field who is proficient in efficiently accomplishing multiple tasks while remaining calm under any circumstance.

Willing to relocate: Anywhere

## WORK EXPERIENCE

### Medical Insurance Specialist

eviCore healthcare - Melbourne, FL -

2016-05 - 2017-12

- Handled calls every day with 99% customer satisfaction
- Worked from home
- Connect callers with doctors
- Input medical codes for the patients doctors
- Create Excel spreadsheets
- Keep customer calm while explaining medical results
- Connect the consumers to the service providers within their vicinity
- Data entry
- Top 10 Customer service Representative in the company (400+)

Software system(s) used: Avaya, VPN Global

### Call Center Customer Service Representative

AT&T - Vero Beach, FL -

2010-05 - 2016-03

- Worked From Home
- Make outbound and receive inbound calls and emails
- Tech support for the consumers
- Account management (payments)
- Data entry

Software system(s) used: E-Portal

### Office Administrator

Simpkins Carpet - Palm Bay, FL -

2007-05 - 2010-07

- Screening calls and scheduling appointments
- All aspects of accounting within the business (invoices, payroll, etc.)

- Filing every paperwork associated for my company using paper and electronic filing
- Data entry

## EDUCATION

### **High School Diploma in Education**

Palm Bay High School

2010

## SKILLS

BOOKKEEPING, SYSTEMS ANALYSIS, WORD, WORK FROM HOME

## ADDITIONAL INFORMATION

- Word Processing (5 years)
- Advanced Bookkeeping (4 years)
- Schedule Management (6 years)
- Systems Analysis (2 years)
- 65WPM Typist