

Cheryl Lewis

Everything Your Looking For

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Work Experience

Customer Service Representative

Healthgrades - Madison, WI

April 2017 to Present

Took incoming calls from patients calling to schedule or cancel doctor appointments enter patient's demographic into system and transfer call to doctor's office. Patients call looking to be referred to doctors closets to them. Transfer call to doctor's office for patients looking to find out test results, confirmation of appointment, or looking to talk to the medical assistant.

Customer Service Representative

SSM Healthcare - Madison, WI

November 2016 to February 2017

Inbound call center approximately 50-60 calls from members and providers inquiring about provider options in network, per-authorization questions, effective date of plan, benefits, claim status, and to find a provider. Also explained deductibles, coinsurance, and copay

Lab Assistant

Millennium Health - Monona, WI

September 2016 to November 2016

Took client specimen samples and enter there information (name, DOB, insurance coverage, date sample was taken, and member ID number). Label and ship out, set time for UPS to pick up samples. Enter missing insurance and billing information into system.

Education

Madison, WI

2009

Skills

Customer Service (10+ years), data entry (10+ years), detail oriented (10+ years), Call Center, CSR

Additional Information

Skills

Ability to work while with others to accomplish goals in the workplace

Flexible and able to juggle multiple tasks

Fast Learner and ability to train others

A goal-driven achiever with strong organization skills, detail oriented

Self-Motivated

Able to work under pressure

Knowledge of a variety of office equipment

Over 15 years of customer service skills

5 years data entry skills