

Crystal Hodges

Pharmacy Customer Service Professional - Envolve Pharmacy Solutions

Orlando, FL 32805

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Seeking to work in a setting that will dare me to go the extra mile, but at the same time as allowing me to add to the sustained enlargement and achievement of the organization.

Authorized to work in the US for any employer

WORK EXPERIENCE

Patient Service Representative

Express Scripts - Orlando, FL -

2017-09 - Present

Inbound and outbound calls to schedule med delivery. Explaining specialty med benefit. Providing drug coverage. Taking payments.

Pharmacy Customer Service Representative

ENVOLVE PHARMACY SOLUTIONS - Orlando, FL -

2016-08 - 2017-03

Inbound and outbound calls to pharmacies, doctors, and patients for claims processing and prior authorization info

Customer care professional

Optum United Healthcare Group - Orlando, FL -

2015-08 - 2016-01

Role: inbound calls assisting clients with estimates, starting process, appointment setting, claims, and webpage support

- Worked as Customer care professional in Optum from Aug 2015 to Jan 2016

Pension Specialist

AON Hewitt/ Randstad -

2014-09 - 2015-05

Tech Support

CenturyLink \ Manpower -

2013-08 - 2013-12

Role: inbound chat supporting customer with troubleshooting internet connection

Office Manager

Jackson Hewitt Tax Service - Jacksonville, FL -

2008-01 - 2008-03

Role: Held office meetings, human resources, scheduling, payroll, performance reviews

EDUCATION

High School Diploma

Miami Killian Senior High

1997

SKILLS

40 WPM, PROBLEM SOLVING, TYPING

ADDITIONAL INFORMATION

SKILLS

- Typing 40 wpm
- All Microsoft software
- Web support
- Problem solving
- Management

STRENGTH & HOBBIES

- Adaptable
- Organized
- Determined
- Music