

**Thavarin Ith**  
**Phoenix, AZ**  
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### **Objective**

To secure a position with an organization that will allow me to develop my skills and experience in customer service.

### **Education**

Chandler Gilbert Community College, Gilbert, AZ - May 2007, Computer Information

### **Experience:**

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**Customer service/Tech support**

Nov.2019 to present

#### **Customer Service Associate, Mckesson May 2018 - Oct. 2018**

Assisting patients and health care providers with Merck Oncology products inquiries. Collects and enters all necessary demographic, clinical, billing and insurance information from patients or responsible parties. Explains processes and forms to patients prior to securing signatures and ensures that all documents are properly signed and witnessed as required.

#### **Customer Service Representative, Secure Transportation Dec. 2017-April 2018**

Schedules, routes and assigns trips to third-party transportation providers and handles coordination of pre-scheduled patient trips to medical facilities. Working closely with transportation providers and health care facilities to resolve problems.

#### **Delivery Driver, Amazon-TBS Courier, Phoenix, AZ - August 2016 - Dec. 2017**

Providing efficient delivery service. Support customers issues regarding features of service and maximizing customer satisfaction. Successfully avoid time delivery delays by carefully planning best routes. Responsible for maintaining Amazon cargo van. Assist in training and evaluation of prospective new drivers.

**Driver, Quality Transport Services, Phoenix, AZ - March 2016 - August 2016**

Assisting clients in safely boarding and exiting the vehicle (e.g. wheelchair and scooter assisted, and carrying small belongings, oxygen tanks). Ensure and maintain safe driving techniques to manage time arrivals for individuals according to company policy.

**Call Center Lead, Logisticare; Phoenix, AZ    March 2014- February 2016**

Monitoring, organizing, and coaching team on a day-to-day basis. Handling escalated calls, complaints, questions, and queries as necessary. Creating sense of ownership within the employees and resolving employee issues, if any.

**Member Services Representative, Aerotek/Medimpact, Tempe, AZ - April 2012-2014**

Assist members and pharmacies, conducting utilization and cost analyses, drug utilization reviews and analyses, formulary management, and serving as a drug information resource. Providing drug information and clinical support for customer service pharmacy technicians and support for claims processing. Also assisting with member payments and billing inquiries.