

CHASIDY ROBERTS

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POTENTIAL MEDICAL STUDENT

To increase my interests, as well as introduce me to more experience and knowledge by demonstrating constant courtesy, patient satisfaction, teamwork, respect, professionalism, and personal responsibility to every individual. As a self-motivated professional student leader, I am highly adaptive, flexible, and efficient to work well with others and a consistent team player.

Summary:

- Experienced in a variety of industries and a history of success in providing exceptional customer service. Experience in managing all facets of administration, including handling multi-line phone systems, managing schedules, and maintaining reception and waiting areas. Hands-on skills in using applications such as MS Office, Millennium, and QuickBooks to facilitate daily office operations.
- Telephone & Front Desk Reception, Customer Service, Filing, Database & Records Management, Executive & Administrative Support, Reports & Spreadsheets, Complaint Handling, Data Entry (65 WPM) Computer Skills: Word, Excel, PowerPoint, Access, Visio, Outlook, SAP, Oracle, ADAPP, Peoplesoft, Kronos, Workday, Ultipro, Zendesk, Microsoft Dynamics, Inventory Management, Restocking, Windows Vista/XP, Social Media Management (Facebook, Twitter, Instagram, Pinterest, LinkedIn)

Skills:

- Exceptional Customer Service
- Analytical thinker
- Attention to detail
- Ability to stay calm under handle stressful situations
- Culturally sensitive
- Enthusiastic
- Strong interpersonal, communication and organizational skills
- Mentoring and coaching foster children

Education:

Houston Community College, Houston, Texas

Dual Credit Courses while in high school

Medical assistant | Earned 41 credit hours

University of Texas at San Antonio Undergraduate

BA Medical Humanities

2017-2021

James Madison High School, Houston, Texas | May 2017

Graduating at the Top 10% of class

GPA: 3.4

Volunteerism:

- American Heart Association Heart Walk
- March of Dimes
- Community Family Health & Wellness Fair - Church Without Walls
- Caribbean Breast Cancer Foundation
- Your Caribbean Nation
- Meals on Wheels for Interfaith Ministries
- Team Dominica Relief - Disaster Relief Team Chair

- Houston Food Bank
- Sugar Creek Baptist Church Summer Camp
- Sugar Creek Baptist Church Vacation Bible School
- Houston Food Bank
- YMCA Daycare center
- Hurricane Katrina survivors at the Houston Astrodome

Internships:

Methodist Hospital TMC, Houston, TX, CV Surgery OR & LVAD/Transplant Clinic, Uy Ngo, PA-C

MD Anderson Hospital TMC, Houston, TX, Urology Service, Brandon Sterling, AGACNP-BC , Harris County Attorney

Work Experience

AMN Healthcare December 2020-January 2022 (WFH Senior Customer Account Manager (Full time))

- Answer incoming calls and emails from Healthcare Professionals regarding payroll, reimbursement, and time reporting questions, with a goal of providing first call resolution for superior customer service.
- - Utilize multiple internal systems such as PeopleSoft, Great Plains, AMIE or SBDEV, COVEO, StafPak, JDEdwards and Connect to research and resolve pay/bill inquiries.
- - Partner with Healthcare Professionals, Clients and Sales to collect approved Time Records to ensure timely pay/bill and customer satisfaction (SCI)
- - Manage pay/bill discrepancies by partnering with internal and external customers such as Healthcare Professionals, Clients, Payroll, Billing, Contracts, Time Processing, Housing/Travel, Client Accounting and Sales.
- - Diffuse dissatisfied customers by demonstrating empathy in response to verbal and written communications in order to address complex issues and maintain customer loyalty.
- - Log and Track each customer case in Connect (Customer Relationship Management system) to maintain historical records on all customer interactions.
- - Process reimbursements for Healthcare Professionals in PeopleSoft, and ensure company and IRS guidelines are followed.
- - Calculate and process manual payments due to missing hours or pay discrepancies(SCI)
- - Complete proactive TouchPoint communication to HPs to educate on timekeeping/payroll processes and to ensure payroll data is accurate.
- - Provide Healthcare Professionals with the proper forms needed to set up tax and direct deposit information.
- - Respond to internal communications via email and AMIE tasks to ensure prompt resolutions.
- - Educate Healthcare Professionals on navigating The Service Connection website to complete electronic time and payroll forms.
- - Manage address change requests from Healthcare Professionals and ensure systems are updated and accurate.
- Provide daily coaching, training, and guidance to Client AR team members.
- Understand all credit and collection functions and systems to suggest process improvements and efficiencies.
- Ensure that Client AR collection, credit evaluation, and reconciliation activities are performed to department quality and quantity standards as stated in department procedures.
- Assess, organize, and prioritize daily workloads for Client AR team members.
- Work with the client and the Client AR Manager to set up any payment plans or proceed with Final Demand letters.
- Accountable for department cash collection goals and for ensuring team members meet goals and understand expectations.
- Responsible for bi-weekly Delinquent Meetings with team members.
- Make collection calls and manage accounts that have been escalated to the Supervisor due to difficulty or complexity.
- Responsible for assigning accounts and setting up accounts in Great Plains or Metro to maintain equal workloads on team members.
- Answer questions, provide support, and assist in resolution of issues brought forth by team members, accounts, and internal departments as requested.

- Summarize and communicate issues regarding personnel, processes, and accounts to the Client AR Manager.
- To provide superior customer service to internal and external clients.
- To create, run and manipulate reports in Great Plains & Metro as requested.
- Must be knowledgeable of client contracts, billing and timekeeping processes, and aware of booking/credit limits and exposure to properly service accounts.
- Contribute to strategic initiatives, providing subject matter expertise, relying upon depth of knowledge, system/process; providing feedback.

Asurion, San Antonio, TX | September 2019-November 2020 (part-time perm)

Tech Expert

- Offer customers a value-added experience with premier customer service through relationship and rapport building Undertake service requests for customers ensuring compliance with Asurion's policies and procedures carrying out effective note taking on calls
- Providing technical expertise on inbound calls or other electronic input (e.g. website, CHAT or email) from customers for the purpose of resolving customer issues with devices (e.g. laptops, tablets, smartphones and other consumer electronics) and software
- Identify customers in line with company, regulatory and legislative requirements
- Ensure each interaction with a stakeholder of Asurion meets the agreed quality framework (HERO) employing initiatives to achieve a high-quality score
- Maintain a high level of customer service with all stakeholders employing initiatives to achieve a high net promoter score (NPS)
- Educate oneself with technology and keep up-to-date with changes particularly in the device protection/consumer home technology space
- Ensure you are always in the right place, at the right time (adherence) as per your agreed roster
- Respond to in the game/moment feedback and coaching sessions taking pro-active actions to meet your agreed commitments
- Use knowledge-based systems and other tools to deliver technical support solutions
- Processing service requests and managing enquiries related to handset protection and digital products
- Support initiatives that exceed customer expectations through a range of channels including but not limited to calls and online chat
- Making sales or recommendations for products or services that best suit client needs
- Maintain the necessary skills and competencies needed to excel in the role.
- Meet the agreed individual and team performance targets and development plans
- Meet the established performance targets to achieve service excellence / operational efficiency
- Share technical solutions and knowledge with the team and contribute towards best practice
- Demonstrate a strong One Team attitude working collaboratively with Solutio team members and colleagues across Asurion and its clients
- Demonstrate emotional resilience and exhibit a "can do", positive and results focused attitude
- Participate in development and activities within Care that enhances engagement, teamwork and vision.
- Any other responsibilities as directed by your manager.
- Quickly identify and resolve technical issues
- Demonstrate empathy and assurance for the customer throughout the in-person session
- Utilize tools and resources to solve technical problems in a fast-paced environment
- Meet or exceed key performance indicator metrics for performance measurements and sales goals
- Travel daily to and from the Forward Stocking Location and several customers' locations throughout a designated region
- Bringing replacement devices and in-person tech support directly to them wherever they are - home, office, or even a local coffee shop
- Worked as a sole HR Manager in providing the full spectrum of HR services such as staffing, benefits, compensation, and employee development.
- Created employee handbooks and ensured policies are being followed and provided guidance and discipline.
- Pricing accuracy

- Ensured integrity and compliance with audit and security requirements and sox regulations.
- Worked both independently and as part of a global HR team to prioritize, multi-task and manage large global projects.
- Contributed to the development of functional HR strategy and recommended product or service improvements.
- Maintained knowledge of legal requirements and government reporting regulations affecting human resources functions and ensures policies, procedures, and reporting are in compliance.
- Partnered with hiring managers to understand position requirements, set expectations, and maintain communications throughout the talent acquisition process planned and conducted new employee orientation to foster positive attitude toward company goals.
- Led and participated in disciplinary or termination proceedings involving individuals, or broad reduction in force activities.
- Made sure to have a quick response time to the customers and exceeded expectations

BMW of San Antonio Call center, San Antonio, TX | November 2018-June 2019

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that client's feel supported and valued.
- Made sure accurate customer data across systems
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Create and manage both digital and hardcopy filing systems for all partners
- Processed payments online / over the phone
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- processing trunk stock
- Utilizing software, databases, scripts, and tools appropriately.
- Cross trained in sales and marketing
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
- Making sales or recommendations for products or services that may better suit client needs.
- Taking part in training and other learning opportunities to expand knowledge of company and position.
- Handled returns , order activities and invoicing
- Adhering to all company policies and procedures.
- Learn and understand quickly the existing process blueprints
- Dealt with 70-100 calls a day assisting customers
- Drive rapid resolution of all issues related to SAP processes, coordinating all involved teams
- Fix defects and incidents raised during test phases and post go-live
- Process orders and take payments and deal with any issues customer may have on account
- Level 4 End user support in operating systems
- Customize according the solution designed
- Document and deliver process and SAP training
- SAP Basis and ABAP knowledge to organize customers data/ information

AutoDeals LLC, San Antonio, TX | July 2018-September 2018

Receptionist

- Greet clients as soon as they arrive and connect them with the appropriate party
- Answer the phone in a timely manner and direct calls to the correct offices
- Create and manage both digital and hardcopy filing systems for all partners
- Make travel arrangements and schedule meetings based on all partners' itineraries
- Deal with bookings by phone, e-mail, letter, fax or face-to-face
- Complete procedures when Guests arrive and leave
- Prepare bills and take payments
- Deal with complaints or problems

- Made sales and checked customers credit to see if they can get approved for vehicle

LTR Construction , Pearland, TX | December 2017- January 2019

Executive Assistant

- Managed the CEO calendar, including scheduling multiple daily meetings and speaking engagements
- Coordinated international business trips by booking flights, hotels and arranging required meetings, often with senior government and corporate representatives
- Responded swiftly to CEO requests for information by liaising with other internal teams to gather inputs
- Prepared meeting briefing packages on a daily basis
- Independently organized the annual board meeting for three consecutive years, which included identifying available times for full board participation, arranging venue logistics and booking board member travel
- Worked with director to develop new monthly report formats and prepared procedures for completing the new report.
- Communicated with internal and external customers, prospects, partners and vendors
- Conducted research, created project reports and developed presentations.
- Created process improvements in workflow and documentation handling.
- Prepared and analyzed expense reports to achieve cost savings.
- Streamlined office operations, project processes and procedures to ensure productivity enhancement.
- Created client database system to optimize billing, proposals and presentations.
- Screened incoming calls, serving as the first line of customer / vendor support, escalating critical issues to executives.
- Designed Excel spreadsheets, tables, graphs and Power Point presentations.

MMC Call center, San Antonio, TX | June 2016 - July 2017

Customer Services Rep

- Handling patients, referral sources, and administrative department inquiries
- Communicating with insurance companies and/or prior authorization requests
- Entering patient information into a customer information system
- Ensuring customer satisfaction and assisting them with issues/concerns related to their health
- Serving as a backup when other employees are out due to absent staff members
- Making decisions as needed off-hours or without supervision to ensure an uninterrupted supply of product to customers
- Developing the knowledge of customer needs and trends to improve customer satisfaction and loyalty
- Becoming educated in qualifications of multiple insurances to ensure clean order intake
- Managed all areas of HR including employee relations, performance management, onboarding, benefits administration, recruiting, staffing, training, and compensation analysis.
- Created employee handbook and implemented subsequent hr policies, procedures, and programs, executing best HR practices for the organization.
- Worked with managers to ensure consistent enforcement across employee groups.
- Created and implemented a performance evaluation system from scratch, creating evaluation forms and setting up use in HRIS, providing training for managers, and managing logistics of the new process.
- Handled audit inventory
- Assisted managers with performance issues by helping draft and deliver performance feedback, counseling statements, and termination notices.
- Provided annual training to management on various topics including managing within the law, goal setting, facilitating communication, performance rater errors, harassment in the workplace, OSHA, and HIPAA compliance.
- Designed, evaluated, and administered all benefits programs to ensure that programs are current, competitive, and in compliance with legal requirements.
- Provided counsel to senior partners on benefits strategy and coordinated renewal process annually, working with benefit brokers to select plans, make amendments, conduct negotiations, and finalize renewal.

CSG,Houston, TX | May 2015-July 2016

Senior Customer Service Specialist

- Research accounts with potential prior debt or misrepresentation upon account origination.
- Communicate with potentially fraudulent or prior debt customers via phone.
- Process payments over the phone.
- Perform fraud prevention activities on deposit accounts, focusing on functions established to provide early warning signs of potential losses.
- Review potential fraudulent accounts for the prevention and detection of Fraud.
- Take action based on transaction characteristics as appropriate and necessary.
- Maintain thorough and current knowledge of all federal, state, and local regulations as well as internal policies and procedures and credit union products and services.
- Assist in reviewing New Accounts for fraud risk indicators and compliance.
- Assist in managing Suspicious Activity reporting programs.
- Manage fraud and risk records on case management systems.
- Consistent and punctual attendance.
- Other duties as assigned to meet business needs

Smoothie King, Pearland, TX | May 2015-January 2016

Team Member

- Trained kitchen staff on proper use of equipment, food handling, and portion sizing.
- Maintained daily cleanliness of work area and equipment
- Helped with preparation, set-up, and service for store opening
- Inspected and cleaned food preparation areas to ensure safe and sanitary food-handling practices
- Performed all transactions in a cordial, efficient and professional manner