Tracey Jackson Elk Grove, California

916.233.9906 [Tracey22@comcast.net](mailto:Tracey22@comcast.net)

CUSTOMER SERVICE | SALES REPRESENTATIVE

Driven and experienced professional with over 14 years of success maximizing customer service, collection and sales opportunities. Accomplished at gaining competitive edge by expertly assessing customer needs as well as purpose and value of business development and sales planning. Offer solid time management skills with exemplary independent and energetic aptitudes. Effective communicator who builds lasting relationships with customers and colleagues. Exhibit valuable combination of customer service and sales acumen. Additional core competencies include.

Quality Customer Care & Retention | Collection Representative | Enrollment Exchange Specialists

Sales Planning | Product Launches | Quality Assurance | Life/Health Producer License

Advanced technical proficiency in Microsoft Office Suite (Word, Excel, Outlook)

**PROFESSIONAL EXPERIENCE**

**Bankrate, Corp. Rancho Cordova, CA. 2015-present**

**Enrollment Specialist**

My duties as a License Agent include assisting customer in enrollment in Qualified Health Plans. Responsible for meeting department sales goals and resolve a variety of issue and complaints. Enrollment Specialist in Qualified Health Plans. Enrollment Specialist in Covered California Health Exchange and Supplemental Health Plans..

**- I** consistently met my monthly enrollment goals, averaging 7 enrollments per day.

**-** Recognized for consistently receiving bonus for achieving monthly goals..

**Ehealthinsurance, Inc. Gold River, CA. 2015**

**Medicare Prescription Drug Sales Representative (Aug.-Nov.)**

**Seasonal Position**

My duties of a Medicare Sales Representative included working towards revenue growth and market development for Ehealthinsurance. Qualify prescription drugs plan opportunities by understanding customer needs and documenting appropriate information. Handle a large volume of inbound telephone calls to complex information from prospects, accurately and professionally.

**-** Meet/exceed call center metric requirements.

- Drive sales and revenue by assisting customer Medicare drug prescription needs.

**Ehealthinsurane, Inc. Gold River, CA.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_2015**

**Enrollment Exchange Specialists (Oct.-Feb. 2015)**

**Seasonal Position**

My duties of a Enrollment Exchange Specialist included individual and family sales department assist customer in the telephonic enrollment process for Qualified Health Plans. Responsible for maintaining the highest level of professionalism and providing a great customer experience to all customer.

- Drive sales and revenue by assisting customer enrollment process.

- Meet daily and monthly enrollment and performance goals.

- Assist customer in understand the Qualified Health Plan enrollment process.

**Nationwide Credit, Inc.** Sacramento, CA. **2014**

Collection Representative (Jan.-June 2014)

My duties of a Collection Representative include collection calls in a fast paced goal oriented collections department. Providing customer service regarding collection issues, process account adjustment, resolve client discrepancies and short payments. Responsible for monitoring and maintaining assigned accounts.

- High volume phone calls to assigned delinquent customers

- Weekly volume phone calls to assigned delinquent customers.

- Meet defined department goals and activity metrics.

COMCAST CORP., Livermore, CA. 2002 to 2012

Retention Customer Service Representative (2008-2012) Outbound Sales Representative (2002-2008)

Maintained excellent customer service and retention. Recovered dissatisfied customers due to customer service, cost, technical, and billing issues. Generated sales from inbound trouble calls and outbound sales calls.

- Earned Top 3 in Total Outbound Sales from 2005 to 2007.

- Played key role in developing sales incentive program, “Dish Win Back” Sales representative

- would receive $50,00 bonus for every customer that would transfer service from competitors.

**EDUCATION**

Associate of Arts, Business Administration

Delta College Stockton, CA.