

## OUTBOUND SALES

### Career Overview

Call Center Representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette.

### Core Strengths

- Exceptional communication skills
- Microsoft Outlook, Word and Excel
- MS Windows proficient
- Adherence to high customer service
- Skilled in call center operations standards
- Adheres to customer service procedures
- Customer-focused
- Customer service award
- Quick learner

### Accomplishments

- Customer service award
- Quick learner

### Work Experience

#### Outbound Sales

June 2009 to June 2011 Company Name i¼ City , State

- Answered an average of [80] calls per day by addressing customer inquiries, solving problems and providing new product information.
- Described product to customers and accurately explained details and care of merchandise.
- Politely assisted customers via telephone.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Built long-term customer relationships and advised customers on purchases and promotions.
- Routinely answered customer questions regarding merchandise and pricing.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Evaluated consumer reports on a monthly basis.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Resolved service, pricing and technical problems for customers by asking clear and specific questions.

#### Receptionist

March 2002 to December 2003 Company Name i¼ City , State

- 44314
- Scheduled appointments, registered patients and distributed sample pharmaceuticals as prescribed.
- Professionally and courteously verified appointment times with patients.
- Adeptly managed a multi-line phone system and pleasantly greeted all patients.
- Verified patients' eligibility and claims status with insurance agencies.
- Prepared patient charts accurately and neatly for the clinic.
- Diligently filed and followed up on third party claims.
- Coordinated luncheons with Pharmaceutical Representatives.
- Researched CPT and ICD-9 coding discrepancies for compliance and reimbursement accuracy.
- Resourcefully used various coding books, procedure manuals and on-line encoders.
- Precisely evaluated and verified benefits and eligibility.
- Updated patient financial information to guarantee accuracy.
- Treated all patients, their families, visitors, peers, staff and providers in a pleasant and courteous manner.

#### Provider Rep

May 2003 to March 2008 Company Name i¼ City , State

- Assisted in the maintenance of medical charts and/or electronic medical record (filing, Op Reports, test results, home care forms).
- Meticulously identified and rectified inconsistencies, deficiencies and discrepancies in medical documentation.
- Prepared patient charts accurately and neatly for the clinic.
- Prepared patient charts, pre-admissions and consent forms as necessary.
- Researched questions and concerns from providers and provided detailed responses.
- Updated patient financial information to guarantee accuracy.
- Organized the department in accordance with administrative guidelines in order to provide specified nursing services to meet the legal, organizational and medical staff guidelines.
- Participated in facility surveys and inspections made by authorized governmental agencies.
- Confirmed accurate completion of forms/reports for the admission, transfer and/or discharge of each resident.
- Initiated audit process to evaluate thoroughness of documentation and maintenance of facility standards. Cole Manage Vision - Twinsburg

44087, OH

- Effectively managed a high-volume of inbound and outbound customer calls.
- Accurately documented, researched and resolved customer service issues.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Managed high call volume with tact and professionalism.

#### Educational Background

High School Diploma : General , 1985 North Marion High School 1985 High School Diploma: General North Marion High School - Mannington, 26582, WV

Diploma : Paralegal , 1992 Webster college i¼ City , State , US 1992 Diploma: Paralegal Webster college - Fairmont, WV

Office Technology , 1994 Webster College i¼ City , State , US 1994 Degree: Office Technology Webster College - Fairmont WV

Diploma : Medical Office , 2007 Brown Mackie College i¼ City , State , US 2007 Diploma: Medical Office Brown Mackie College - Akron, OH

#### Skills

Pricing, Sales, Inbound And Outbound, Audit, Documentation, Filing, Inspections, Maintenance, Medical Records, Basis, Receptionist, Customer Inquiries, Of Sales, Sales And, Telephone, Benefits, Claims, Coding, Cpt, Icd, Icd-9, Icd9 Coding, Icd-9 Coding, Multi-line, Multi-line Phone, Multi-line Phone System, Phone System, Customer Service, Retail Sales, Award, Call Center Representative, Customer Support, Etiquette, Excel, Microsoft Outlook, Operations, Outlook, Word, Paralegal