

CONTACT CENTER SPECIALIST

Summary

Accomplished and dedicated Customer Service and Administrative professional with over 10 years' experience in the non-profit, finance and healthcare fields. Proven track record of building rapport and establishing lasting relationships with clients and patients. Reliable, trustworthy and driven, with strong time management organizational abilities.

Highlights

- Healthcare
- Finance
- Policy/account changes
- Service-oriented
- Empathetic listener
- Energetic work attitude
- Client relations development
- Proactive problem solver

Accomplishments

Attained Top Performer at the GW Medical Faculty Associates status many times in the areas of call volume, attendance and punctuality, call answering time and personal accommodations from patients and clients.Â

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Exceeded the National Automobile Dealers Association incoming rollover goals by increasing company's assets in rollovers by 55%.

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Experience

12/2015 to 12/2016

Contact Center Specialist Company Name 1/4 City , State

- Provided stellar customer service in all aspects of scheduling, including making, canceling, and rescheduling appointments based on appointment guidelines by department.
- Answered high-volume patient and provider calls (average 90 - 160 calls daily) in a proficient and exemplary manner.
- Processed requests submitted by clinical staff and team members in all applicable systems.
- Reviewed chart documents thoroughly and accurately to determine needs of patients.Â
- Managed calls in an organized manner, including trouble shooting issues and actively problem solving.
- Successfully tested the implementation of guided scheduling for the Department of Medicine Specialties.Â
- Assisted with management with various projects as assigned.Â

05/2011 to 11/2013

Plan Information Call Center Manager Company Name 1/4 City , State

- Managed day-to-day operations of Call Center including training staff, management of daily tasks and special projects and department scheduling.
- Promoted client retention through exemplary customer service skills including onboarding new and conversion clients as well as serving as point of contact for existing clients.
- Supported and provided superior service to high volume call center via phones, e-mails and faxes as a receiver and caller; vectoring of incoming calls to receive more sensitive and complicated client issues.
- Provided telephone and web-based client training for plan administrators on new policies, procedures, and regulations.
- Assisted the Plan Information and Senior Specialists with more difficult phone call inquiries; responsible for training new Plan Information and Senior Specialists.
- Proactively managed incoming rollovers into NADART from the first lead to successful acquisition of assets.
- Other positions held within association: Senior Plan Information Specialist and Compliance Analyst

11/2006 to 05/2011

Plan Administration Specialist Company Name 1/4 City , State

- Administered all aspects of NADART plans including preparing, verifying and posting employee and employer contributions, earnings and fees.
- Communicated effectively with Plan Administrators to train on daily processing activities.
- Assist with all inquiries by Plan Administrators over the phone and respond to all written correspondence.
- Processed account reversals, commonly controlled transfers, affiliated transfers and evaluate and process rehired employees.
- Provided administrative support assistance, i.e.
- letters, reports, mailings, copies, proofreading, etc.
- Used a comprehensive understanding of company policies, procedures, and operations in order to perform a variety of administrative duties.

Education

September 2017

A.S. Degree : Business Administration Southern New Hampshire University Business Administration National Honor Society/Leadership and Success, Sigma Alpha Pi

April 2017

Currently working toward an Career Certificate in Medical Terminology Penn Foster Career School

Skills

10 key calculator, administrative duties, administrative support, Call Center, conversion, clients, customer service skills, documentation, faxes,

letters, Medical Terminology, MS Office Suite, Word, Excel, PowerPoint, Outlook, multi-line telephone phone System, problem solving, proofreading, scanners, scheduling, trouble shooting, vectoring, web browsing, Xerox copiers