

CUSTOMER SERVICE ADVOCATE

Summary

Enthusiastic and hard-working Customer Service Specialist looking to obtain a position in an environment where my skills are valued and can benefit the organization. Dedicated, focused and excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Seeking a challenging role of increased responsibility and authority.

Highlights

- Strong organizational skills
- Active listening skills
- Seasoned in conflict resolution
- Sharp problem solver
- Meticulous attention to detail
- Results-oriented
- Self-directed
- Time management

Experience

Customer Service Advocate 09/2014 to 03/2015 Company Name City , State

- Provide customer service and support.
- Handle member calls via telephone as it relates to their prescriptions.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Placing refill orders and tracking order status.
- Deliver the highest level of quality customer service through the execution of responsiveness, reliability, assurance/confidence, accuracy, and professionalism on every member interaction.
- Addressed customer service inquiries in a timely and accurate fashion.
- Maintained up-to-date records at all times.

Collection Specialist II 05/2015 to 10/2015 Company Name City , State

- Complete collection calls and/or correspondence in a fast-paced goal oriented collection department.
- Providing customer service regarding collection issues, process customer refunds, process and review account adjustment, resolve clients discrepancies and short payments.
- Responsible for monitoring and maintaining assigned accounts-customer calls, account adjustment small balance write off, customer reconciliation and processing credit memos.
- Accountable for reducing delinquency for assigned account.
- Perform other assigned tasks and duties necessary to support the Accounts Receivable Department.

Teller/Sales Associate 09/2012 to 09/2013 Company Name City , State

- Responsible for monitoring and maintaining assigned accounts- Customer calls, account adjustments, small balance write off, customer reconciliations and processing credit memos.
- Complete customer transactions related to their accounts and resolved any revolving issues.
- Reached out to customers and potential customers via face to face interactions for the opportunity to open new accounts and add benefits to their accounts.
- Followed the established policies in accordance with the bank and the supervisor's direction.
- Recorded all transactions promptly, accurately and in compliance with bank procedures.

Collections Specialist 03/2010 to 09/2012 Company Name City , State

- Complete collection calls and/or correspondence in a fast paced goal oriented collections department.
- Providing customer service regarding collection issues, process customer refunds, process and review account adjustments, resolve client discrepancies and short payments.
- Responsible for monitoring and maintaining assigned accounts- Customer calls, account adjustments, small balance write off, customer reconciliations and processing credit memos.
- Accountable for reducing delinquency for assigned accounts.
- Perform other assigned tasks and duties necessary to support the Accounts Receivable Department.

Dispatcher 02/2008 to 10/2009 Company Name City , State

- Responsible for receiving and transmitting pure and reliable messages, tracking vehicles and equipment, and recording other important information.
- Receive incoming calls, answer questions, and provide information to technicians via telephone and company data-base systems.
- Maintain accuracy in updating files and logs.
- Relates effectively to those contacted in the course of work.
- Performs other duties as required trouble-shoot for onsite technicians, assist and transfer technicians to proper areas.

Customer Service /Sales Associate 01/2007 to 02/2008 Company Name City , State

- Cash checks using established risk analysis (as defined in current training manuals and/ or policies and procedures materials) avoiding return

items.

- Follow appropriate cash handling and inventory procedures.
- Provide and market company services, including but not limited to: check cashing, loans, utility and other bill payment transaction, money order sales, wire transfer services, postage stamp sales, and distribution of other financial services.
- Provide professional and courteous customer service while receiving incoming customer inquiries and face- to- face request.
- Maintain, count, receive, balance and safeguard cash and other negotiable items according to establish policies and procedures to ensure validation of center assets.
- Perform opening and closing procedures, including preparing bank deposits or re-deposits, investigating and resolving report discrepancies, and verifying money in the cash drawer and safe.
- Follow security and safety policies and procedures in order to maintain a safe working environment; protect company assets and most importantly, the employees.
- Maintain schedule flexibility to work in other centers and shifts as needed.

Inside Sale Representative 06/2004 to 12/2006 Company Name City , State

- Made daily outbound sales calls as a source for leads determined by qualifying accounts.
- Solicit revenue opportunities from new and existing users (exclusive of charge accounts handled by outside sales professional).
- Assist in the implementation of marketing strategies nationally.
- Set up of accounts and application of discount codes where approved.
- Act as a liaison between customers and field operations to ensure optimal service levels were continuously met.
- Assist with special projects as assigned.

Education

Associate of Science : Health Administration El Centro Community College City , State , usa

Health Administration

State

Skills

- Skills
- Microsoft Suite Proficiency
- RightFax Ventura
- Lotus Notes
- 10 Key (By Sight)
- Data Entry
- Dispatch
- Collections
- Customer Service
- Sales
- Cash Handling