

CUSTOMER SERVICE REPRESENTATIVE

Summary

A dependable, quality-focused specialist seeking an opportunity that offers a variety of challenges and responsibilities that would allow myself to contribute towards an organization while improving my leadership and technical skills. Exceptional talent for accuracy analyzing, projecting conflict and resolving issues. Continually providing input or solutions in problem solving on operational issues or procedures and perform administrative follow-up.

Skills

- Able to demonstrate exceptional communication skills, able to maintain effective and efficient communication within a team environment.
- Skillful initiation in organizing and coordinating team meetings to manage and planned performance adherence.
- Exceptional talent for accuracy analyzing, projecting conflict and resolving issues. Continually providing input or solutions in problem solving on operational issues or procedures and perform administrative follow-up.
- Strong leader with proven development abilities, capable of clearly presenting ideas, plans and strategies to all levels of management.
- Solid background in setting priorities and deadlines, adjusting the flow and sequencing of the work to meet team needs.

Experience

Company Name City , State Customer Service Representative 10/2016 to Current

- Respond to and resolve customer service inquiries and issues by identifying the topic and type assistance the caller needs such as benefits, eligibility, claims, financial spending accounts and correspondence.
- Help guide and educate customers about the fundamentals and benefits of consumer-driven health care topics to include managing their health and well-being by selecting the best benefit plan options, maximizing the value of their health plan benefits and choosing a quality care provider.
- Intervene with care providers (doctor's office) on behalf of the customer to assist with appointment scheduling or connections with internal specialists for assistance when needed.
- Assist customers in navigating through the self-service website and other UnitedHealth Group websites and encourage to be more self-sufficient.
- Research complex issues across multiple databases and work with support resources to resolve customer issues and/or partner with others to resolve escalated issues.
- Meet the performance goals established for the position in the areas of efficiency, call quality, customer satisfaction, first call resolution and attendance.

Company Name City , State Customer Service Representative 09/2014 to 02/2016

- Served as first level contact for basic and routine customer service inquiries from new, current and prospective customers, shareholders, policy owners, agents and their staff Processed and/or route transactions, requests and inquiries following established procedures and resources Communicated with customers and team members to obtain required information and/or forms Trained and coach new team members Functioned as a resource to team members for review of potential process improvements Worked on committees regarding customer service, sales, policies, procedures and company events.

Company Name City , State Juvenile Supervision Officer III 09/2011 to 01/2014

- Provided day to day direct supervision to youths in a 24-hour detention facility in a manner that ensures the health, safety and welfare of each youth while following departmental policies, procedures, and standards Directed individual as well as group counseling to all youths; while increasing their personal awareness of responsibilities, choices, growth, and alternative lifestyle changes Made critically sound judgments and decisions during crisis and potentially dangerous situations; thoroughly document all actions taken, inform superiors, and debrief the plan of action with staff to ensure effective results Utilized graduated sanctions, and discipline youths by enforcing the rules of the facility as needed Applied de-escalation skills and handle with care techniques Conducted inspections, rounds and drills which include room checks and physical searches of youth.

Company Name City , State Business Wireless Care Supervisor 05/2005 to 10/2009

- Led and assisted a diverse team of twelve that was responsible for supporting the design, engineering and implementation of complex integrated product/network solutions.
- Supervised and monitored the team's work flow to ensure an adequate work balance; reassigned resources where necessary to meet project deadlines in a timely manner.
- Participated in hiring, termination, performance and salary reviews.
- Contributed in weekly conference calls to discuss team goals and present new information used to improve customer service.

Education and Training

Masters of Science : Public Safety/Emergency Management December 2017 Capella University , City , State Public Safety/Emergency Management

Relevant Courses Collaboration, Communication, and Case Analysis for Master's Learners, Introduction to Research Methodology, Public Safety Ethnic and Cultural Awareness, Foundations of Emergency Management, Public Safety Leadership, Coordinating a Modern Emergency Management Program, Comprehensive Emergency Management: Response and Recovery, The Science Behind National Incident Management Systems, Comprehensive Emergency Management: Mitigation and Preparedness, Critical Infrastructure and Cyber Security, Integrative Project for

Public Safety Learners

Bachelor of Arts & Science : Criminal Justice August 2010 Florida A & M University , City , State Criminal Justice Relevant Courses Introduction to Criminal Justice; Statistics in Criminal Justice; Theories in Criminal Behavior; Cases in Corrections; Research Methods in Criminal Justice; Police and Society; Race, Class and Justice; Penology; Contemporary Issues in Corrections; American Court System; Women and Crime; Social Problems

Skills

Criminal Justice, Public Safety, sales, scheduling