

MIA TAYLOR

Jr. Contact Center Specialist

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PROFESSIONAL SUMMARY

Proactive Jr. Contact Center Specialist with 5 years of experience in delivering exceptional customer support and efficiently resolving inquiries. Known for employing effective communication and problemsolving techniques to enhance customer satisfaction. Eager to contribute to a dynamic team that prioritizes service excellence and operational efficiency.

WORK EXPERIENCE

Jr. Contact Center Specialist

Jun / 2022-Ongoing

Maple Leaf Consulting

Toronto, ON

- 1. Managed a high volume of incoming calls, providing exceptional customer service and support.
- 2. Conducted thorough interviews to gather accurate patient information for effective registration.
- 3. Coordinated patient appointments based on individual needs and preferences.
- 4. Explained financial obligations to patients, ensuring clarity on deposits and deductibles.
- 5. Provided detailed information on insurance requirements to facilitate pre-authorization.
- 6. Registered patients in accordance with established protocols and quidelines.
- 7. Maintained accurate records of patient insurance details in the billing system.

Contact Center Specialist

🛗 Jun / 2020-Jun / 2022

Silver Lake Enterprises

耳 Seattle, WA

- 1. Handled incoming calls related to health and welfare benefits, ensuring prompt assistance.
- 2. Guided employees through the benefits enrollment process, offering detailed explanations.
- 3. Assisted clients with various benefits, including Medical, Dental, and Life Insurance.
- 4. Provided web support by resolving account issues and guiding users through online platforms.
- 5. Unlocked accounts and set up new accounts for clients, enhancing user experience.
- 6. Conducted screen-sharing sessions to assist clients with online errors

EDUCATION

Associate of Applied Science in **Business**

Jun /

Springfield Community College

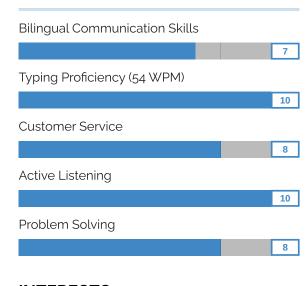
Toronto, ON

Jun /

2020

Focused on business communication and customer service strategies.

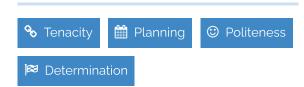
SKILLS



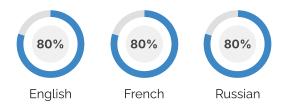
INTERESTS



STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Increased customer satisfaction scores by 15% through effective communication strategies.
- Successfully handled over 100 calls daily, maintaining an average call resolution time of under 5 minutes.