

MASON WILSON

Customer Experience Representative

support@qwikresume.com (123) 456 7899 Los Angeles
www.qwikresume.com



PROFESSIONAL SUMMARY

Results-driven Customer Experience Representative with a passion for helping customers and a proven track record in problem-solving. Experienced in handling high-volume inquiries and providing tailored solutions. Strong communication skills and a focus on empathy enable me to understand customer needs and exceed expectations. Eager to contribute to a team that prioritizes customer satisfaction and engagement.

WORK EXPERIENCE

Customer Experience Representative Apr / 2019-Ongoing
Quantum Solutions LLC Phoenix, AZ

- Managed inquiries from Medicaid and Medicare patients regarding urology supplies, ensuring timely and accurate responses.
- Processed orders efficiently through express software, contributing to improved order accuracy.
- Verified insurance information according to contracts, enhancing claims processing effectiveness.
- Coordinated with physicians for prescription renewals, ensuring seamless communication and follow-up.
- Performed administrative duties, including Medicare audits and compliance with HIPAA regulations.
- Utilized banking software to assist customers with deposit transactions and loan payments, enhancing service delivery.
- Provided comprehensive support for retail banking products, demonstrating product knowledge and customer engagement.

Customer Experience Representative Apr / 2015-Apr / 2019
Crescent Moon Design Portland, OR

- Led the creation and process mapping of the Customer Service Department for the AHA SmartMarket website, ensuring user-friendly navigation.
- Executed system tests and managed defect tracking, ensuring high-quality service delivery.
- Facilitated user acceptance testing (UAT), analyzing requirements and communicating defects for resolution.
- Engaged with diverse respondents, utilizing strong communication skills to enhance data collection processes.
- Demonstrated multitasking abilities while maintaining high levels of customer service and satisfaction.

EDUCATION

Bachelor of Arts in Communication Apr / 2012-Apr / 2015
University of Texas Phoenix, AZ

Focused on interpersonal communication and customer engagement strategies.

SKILLS

Proficient In Ms Office Suite
Problem Solving
Customer Service
Reporting Skills
Team Collaboration

INTERESTS

Home Brewing Wildlife Conservation
Running Public Speaking

STRENGTHS

Willingness Wisdom
Zeal Ingenuity

LANGUAGES

English French Japanese

ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating through proactive service and support.
- Implemented a feedback system that decreased response times by 30%.