

ROBERT SMITH

Dedicated Dispatch Supervisor

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Phone: (0123)-456-789

SUMMARY

Medical Administrative Assistant adept at verifying insurance coverage, reviewing records, scheduling exams. Previously supported up to 7 physicians in a busy medical office setting. Patient-oriented with strong attention to detail, professional telephone etiquette and organization skills with background in billing and collections, records management, maintenance and appointment setting. Desires a role in a medical office environment.

SKILLS

Microsoft Office, Administrative Assistant, Training & Development, Organizational Skills.

WORK EXPERIENCE

Dedicated Dispatch Supervisor

ABC Corporation - April 2000 – September 2005

- Effectively managed a high-volume of inbound and outbound customer calls.
- Addressed and resolved customer complaints empathetically and professionally.
- Defused volatile customer situations calmly and courteously.
- Accurately documented, researched and resolved customer service issues.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Prepared reports and communication for senior management.
- Oversaw call center employees to ensure customer satisfaction goals were consistently met.

Dispatch Supervisor

ABC Corporation - 1996 – 2000

- Overseen department of 8.
- Assisted with all escalated calls.
- (e.g. irate callers, damage claims done by customers, call backs) Assisted supervisors with estimates for damage claims and called customer to make aware.
- Kept record of each install through out the day and would update management with field performances.
- Handled VIP Customer installs.
- Had weekly meetings with team to make aware of changes and updates..

SCHOLASTICS

- HIGH SCHOOL DIPLOMA in GENERAL EDUCATION - (Monte Vista High School - Spring Valley, CA)