

# JAMES CLARK

## Customer Service Grievance Coordinator

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### PROFESSIONAL SUMMARY

Results-oriented Customer Service Grievance Coordinator with two years of experience in addressing and resolving client grievances in healthcare settings. Proficient in analyzing complaints, collaborating with stakeholders, and implementing effective solutions to enhance customer satisfaction. Driven to maintain compliance with regulations while fostering positive relationships and operational efficiency.

### WORK EXPERIENCE

#### Customer Service Grievance Coordinator

📅 May / 2024-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Facilitate resolution of complaints through effective communication and mediation.
2. Developed and enforced healthcare fraud policies to enhance compliance and protect member interests.
3. Collaborated with medical professionals to review and resolve clinical grievances effectively.
4. Responded to inquiries from state regulatory agencies regarding member-provider issues and complaints.
5. Played a key role in developing a corporate compliance program, ensuring adherence to state and regulatory requirements.
6. Revamped the Special Investigative Unit program to maximize efficiency and effectiveness.
7. Worked closely with legal counsel to communicate updates on legislation to relevant departments.

#### Grievance Coordinator

📅 May / 2023-May / 2024

Summit Peak Industries

📍 Denver, CO

1. Handled incoming calls from members and providers regarding service inquiries and grievances.
2. Reviewed formal grievances to ensure completeness and assigned tracking numbers for documentation.
3. Maintained familiarity with Medicare & Medicaid policies and procedures to assist callers effectively.
4. Provided exceptional customer care through active listening, empathy, and professionalism.
5. Investigated and resolved member and provider complaints for Medicare and Prescription Drug Plans efficiently.
6. Educated new and existing members on health plan procedures and policies.

### EDUCATION

#### Bachelor of Science in Health Administration

📅 May / 2022-May / 2023

University of Health Sciences

📍 Phoenix, AZ

Focused on healthcare policies, management, and patient care systems.

### SKILLS

Proficient In Computer Applications

Skilled In Utilizing Multiple Electronic Systems

Knowledge Of Relevant Software Programs

Expertise In Analyzing Data For Quality Management

### ACHIEVEMENTS

- 🌟 Resolved 95% of grievances within established turnaround times, significantly improving customer satisfaction ratings.
- 🌟 Implemented a new tracking system for grievances that reduced processing time by 30%.
- 🌟 Led training sessions for staff on best practices for handling customer complaints, enhancing team effectiveness.