

# ROBERT SMITH

## Health Concierge

[info@qwikresume.com](mailto:info@qwikresume.com) | <https://Qwikresume.com>

To obtain a position utilizing my organizational and interpersonal skills, while ascertaining experience in this field through commitment, hard work, and leadership, Demonstrating an ability to solve problems through process analysis, communication and innovative thinking to obtain optimum results, Responding to concerns, request, and complaints professionally and efficiently routes them to appropriate departments.

**OCTOBER 2009 - JULY 2010**

### HEALTH CONCIERGE - ABC CORPORATION

- Managed high call volume with tact and professionalism.
- Called center environment.
- Resolved issues regarding claims and medical coverage.
- Provides exceptional customer service.
- Issues cannot be resolved, take time to research, and call member back.
- Directly responsible for helping bswift meet and exceed client expectations by supporting our clients and their employees with our best-in-class HR software and services.
- Processed transactions and resolve issues.

**2004 - 2009**

### HEALTH CONCIERGE - DELTA CORPORATION

- Handle over 20 National account customers Assigned to handle supervisor and assist calls Adhear to company and department guidelines Perfect .
- Perfect attendance.
- Provide customer service for an average of 60 calls per day, answering customer inquiries, solving problems, and providing new product information.
- Review and explain insurance plans to customers to guarantee full understanding of payment policies and procedures.
- Assist members with making medical appointments Analyze member claims to ensure accurate processing, including calculating coordination of benefits (.
- I answer the phone in a call center to assist members with any, and al, questions regarding benefits, deductibles, coinsurance, claim details, claim .
- Skills Used Excellent communication Skills; Customer service, Multi-tasking various computer systems, keyboarding, Business math, letter writing, and .

## EDUCATION

High School Diploma

|||||

## **SKILLS**

Customer Service, Computer , Clerical .