



## SKILLS

Microsoft Office



Management



Patient Communication



Empathy



Active Listening



## INTERESTS

★ Surfing

🌐 Martial Arts

👤 Community Service

👥 Blogging

## STRENGTHS

⌚ Patience

🏔️ Perseverance

📅 Planning

⚙️ Positivity

## LANGUAGES



English



French



Arabic

## ACHIEVEMENTS

★ Increased patient satisfaction scores by 15% through personalized support.

★ Reduced average call handling time by 25% by implementing effective communication strategies.

★ Trained new staff on customer service protocols, improving team efficiency.

# LIAM ANDERSON

## Asst. Medical Customer Service Representative

✉ support@qwikresume.com 📞 (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com

## PROFESSIONAL SUMMARY

Dedicated Asst. Medical Customer Service Representative with 5+ years of experience in patient support, ensuring seamless communication and resolution of inquiries, enhancing patient satisfaction and loyalty in a fast-paced healthcare environment.

## WORK EXPERIENCE

### Asst. Medical Customer Service Representative

📅 May / 2021 – Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Communicated with pharmacies or medical offices through inbound and outbound calls and written communications Responding to customer questions and helping to resolve their problems Using the computer system to track, gather information and/or trouble-shoot issues for customers.
2. Provided exceptional customer service when interacting with customers, medical professionals and their office staff.
3. Documented and updated records in the required systems while following company and client requirements.
4. Remained calm and helpful even when dealing with upset customers.
5. Escalated customer complaints and/or calls to your manager when necessary.
6. Provided feedback and recommendations to manager on ways the company can improve.
7. Performed other duties as assigned by management team.

### Medical Customer Service Representative

📅 May / 2020 – May / 2021

Silver Lake Enterprises

📍 Seattle, WA

1. Answer phones and assist customers with their needs for prescriptions.
2. Handle billing for the customers also, and assist with giving them any information they may need.
3. N/A Skills Used Typing 70+ wpm, interpersonal skills.
4. Customer service representative position responsible for professionally responding to telephone inquiries from callers as they relate to health.
5. Recorded patient's medical history, vital statistics and information such as test results in medical records in a heavy inbound call center.

## EDUCATION

### Associate of Applied Science in Medical Office Administration

📅 May / 2019 – May / 2020

City College

📍 Toronto, ON

Focused on administrative skills and patient care protocols in medical settings.