

# ROBERT SMITH

## Outbound Customer Representative

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Seeking an administrative position that will allow the use & expansion of my organizational skills; my attention to detail; and my drive to succeed.

## EXPERIENCE

### Outbound Customer Representative

#### Manpower - OCTOBER 2015 - JANUARY 2016

- Responsible for assisting veterans in establishing medical and mental health appointments with private providers.
- Updates systems such as idocs, quantum choice, pc3 and provider search tool.
- Process appointment on the behalf of veterans who had been waiting for several months to see care provider.
- Remote desktop, verizon incontact phone system, pc3, idocs, online fax, computer application. Hippa verification and blackboard.
- My responsibilities include making outbound calls to insured patients to book appointments for screenings.
- Represent multiple insurance agencies while informing patients of possible benefits, tests they are eligible for, and copays.
- The job also includes basic inbound customer service issues such giving information and product support.

### Conflict Management Specialist

#### Resolve Management Service - 2011 - 2013

- Provided conflict resolution training & seminars to a wide range of citizens in the community;
- Developed training curriculum specific to target organizations guidelines and policies; developed.
- Marketing campaigns/presentations to community service organizations; developed statistical.
- Surveys for program direction and continuity; internal reporting on seminars.
- Determines eligibility by comparing client information to requirements.
- This is an independent contract job that offers pay per minute and depending on the campaign and the company there could be commissions and tips.
- Resolves customer concerns by providing appropriate information regarding products and services.

## EDUCATION

- Bachelor Of Arts in Organizational Management - 2013(Vanguard University - Costa Mesa, CA )Associate in Criminal Justice - 1989 to 1991(Citrus College - Glendora, CA )

## SKILLS

Medical Terminology, MS Office, Phone, Excel, Appointment Scheduling