

ROBERT SMITH

Outbound Customer Service Representative

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Resourceful Customer Service Representative with experience in finance and medical environments who constantly meets and exceeds productivity goals. Dedicated to maintain a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

AUGUST 2014 - DECEMBER 2015

OUTBOUND CUSTOMER SERVICE REPRESENTATIVE - RECORDFLOW/ ADVANTMED

- Follow up on medical records requested by various insurance companies.
- Verify that provider's information is up to request medical records for hedis and medicare risk adjustment review.
- Handle member outreach calls for patients in need of routine studies for different screenings.
- Worked as an outbound customer service rep for superior healthplan as a providers relations agent.
- Contacting providers and updating demographics, making sure all information is correct for the state.
- Working on different projects sent from corporate to our providers relations department.
- Informs clients by explaining procedures; answering questions; providing information.

SEPTEMBER 2011 - JULY 2014

STAFF MANAGEMENT - AUTOEXPRESO

- Monitor phone calls to make sure call center employees are in compliance with the rules and regulations.
- Making sure call center employees give accurate information in a courteous and professional manner.
- Provide excellent customer service when they are speaking with customers.
- Help a call center representative use the most effective and efficient means for handling phone calls without sacrificing customer service, while achieving the stated goals.
- Provide training, coaching, feedback and assistance to call center representatives to make sure they understand new policies and procedures for quality.
- Use computer programs such as forte, vps and microsoft office (excel, word, access, outlook).
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

EDUCATION

High School Diploma - 1996(Escuela Manuela Toro Morice)

SKILLS

Customer Service, Medical Terminology, Typing, Communications, Microsoft Office, Account Management