EMMA JOHNSON

Refund Specialist

☑ support@qwikresume.com 📞 (123) 456 7899 💡 Los Angeles 🚱 www.qwikresume.com

PROFESSIONAL SUMMARY

Detail-oriented Refund Specialist with 7 years of experience in processing refunds, resolving discrepancies, and ensuring compliance with regulations. Proven track record of enhancing customer satisfaction and optimizing refund processes.

WORK EXPERIENCE

Refund Specialist I

math display="block" Jan / 2020-Ongoing

WidgetWorks Inc.

耳 Denver, CO

- 1. Processed refund requests in compliance with payer guidelines, ensuring timely resolutions.
- 2. Suspended collection activities during active bankruptcy proceedings to protect accounts.
- 3. Conducted thorough research on accounts to assess loan status and refund eligibility.
- 4. Documented all actions taken on borrower accounts, maintaining accuracy and clarity.
- 5. Kept updated on bankruptcy laws and regulations affecting refund processes.
- 6. Collaborated with cross-functional teams to enhance refund processing efficiency.
- 7. Trained new staff on refund policies and procedures to ensure compliance.

Refund Specialist I

m Jan / 2018-Jan / 2020

∓ Portland, OR

Crescent Moon Design

- 1. Utilized accounting software to analyze customer accounts and determine refund eligibility.
- 2. Implemented strategies to enhance organizational efficiency and streamline refund processes.
- 3. Recognized as a top performer for consistently meeting and exceeding productivity targets.
- 4. Applied forensic accounting techniques to resolve complex refund cases.
- 5. Maintained database accuracy and integrity while navigating various systems.
- 6. Adhered to strict deadlines while managing multiple refund requests.
- 7. Developed training materials to improve team knowledge on refund policies.

EDUCATION

Bachelor of Science in Business Administration

m Jan / 2016-Jan / 2018

University of California

Thicago, IL

Focused on finance and customer service management, equipping with skills for effective refund processing.

SKILLS

Customer Support Expertise Refund Processing **Dispute Resolution**

Regulatory Compliance

ACHIEVEMENTS

🚣 Achieved a 95% customer satisfaction rate through effective refund resolution.

Reduced refund processing time by 30% by streamlining workflows.

Successfully managed over 1,000 refund requests annually with a 99% accuracy rate.