

Robert Smith

Senior Customer Care Representative I

PERSONAL STATEMENT

Self-motivated and creative individual capable of working well with others or independently. Possess strengths in customer service, multi tasking and adapt well to a fast paced and rapid changing work environment.

WORK EXPERIENCE

Senior Customer Care Representative I **Connexions Inc - January 2013 - 2020**

Responsibilities:

- Educated and empowered the customers to make better health decisions.
- Helped customers with varieties of questions regarding their co-payment structure and plan design.
- Responded to Pharmacy/customer calls.
- Helped customers, Pharmacies, and doctors office with cancelation, transfer, override, and refill of prescriptions.
- Performed duties to resolve prescription claims, billing and payments, reship, order lost in transit, and appeals for members.
- Obtained eligibility information using internal lead sources and perform updates.
- Maintained the highest quality during calls and follow the companys guidelines and HIPPA compliance rules.

Senior Customer Care Representative **Delta Corporation - 2012 - 2013**

Responsibilities:

- Took phoned orders and handled customer service responsibilities Typed purchase orders on the computer and scanned orders into the system Worked one.
- Answering inbound calls Managing customer data Resolving Problems Email handling.
- Support and educate Members regarding all questions and topics related to billing and payment issues.
- Resolve customers inquiries concerning membership, provider networks, and eligibility.
- Work with internal teams and Members to gather and support data to ensure invoice accuracy and to work through specific billing discrepancies.
- Assist clients with default prevention of federal student loans on an individual basis in a call center environment.
- Assisted clients with ACH accounts, sent our correspondence, consolidations, managed and maintained accounts gave accurate and consistent information.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Microsoft Office,
Excellent Verbal And
Written Communication.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

Education

Associate (AA) in Business Administration - 2011(Shoreline
Community College - Shoreline, WA)