

## EXPERIENCED CUSTOMER SERVICE AND CALL CENTER LEADER

**Profile:** Enthusiastic customer service professional with over ten years of experience. Dedicated and highly focused people skills and work ethic. Excellent organizational skills, proactive self-starter and collaborative team member, excellent communication, and active listening skills.

Skills & Qualifications

### SUMMARY OF QUALIFICATIONS

- Ten years' experience as union-represented Kaiser employee; extensive knowledge of Kaiser and practical strategies for motivating call center team toward professional growth and development.
- Successful at building connections with managers, union representatives, and Kaiser members.
- Demonstrated ability to resolve customer problems with efficiency and patience.
- Professional, respectful and culturally sensitive when assisting the highly diverse member population.
- Proficient experience with MS Word, Excel, Powerpoint and Outlook, CRM and Salesforce.

### PROFESSIONAL EXPERIENCE

Employment Experience

#### Customer Service Representative 1 | Kaiser Permanente Member Service Contact Center

Oakland, CA | March 20\_\_ – present

- Received a 95% customer service satisfaction score for delivering professional and knowledgeable service regarding plan and coverage inquiries and handling member complaints.
- Instrumental in helping department exceed its goals for recruiting new members by effectively communicating information regarding plan and coverage options to help prospective enrollees make decisions.
- Inform over 15 members daily about billing procedures, handle payments, and provide assistance with payment options.
- Document discussions with members; track inquiries, issues, and resolutions.
- Maintain calm, friendly demeanor when talking with members who are upset.
- Successfully evaluate member account information to determine possible solutions.

#### Assistant Store Manager | Office Supplies & More

Berkeley, CA | October 20\_\_ – February 20\_\_

- Trained over 30 team members to deliver courteous and cheerful service to customers; observed their behaviors and offered helpful feedback.
- Coached employees in product knowledge, inventory management, and POS systems.
- Received recognition for lowest customer service complaints in this region by setting work schedules and assignments that utilized team member strengths to provide a high level of customer service.
- Significantly improved customer satisfaction and POS procedures by brainstorming and collaborating regularly with staff.
- Kept business practices responsive to market conditions through the regular review and updating of policies.
- Achieved store goals in sales and customer satisfaction by assisting in daily operations of the store, including on-the-spot training of store associates.

Educational Experience

### EDUCATION & TRAINING

#### Bachelor of Science, Healthcare Management

Colorado Technical University | Colorado Springs, CO | Expected graduation: December 20\_\_

#### Medical Terminology Certificate

KP School of Allied Health Sciences | March 20\_\_

**KP Critical Skills Certificates: Consumer Focus, Digital Fluency, Performance Improvement and Collaboration**

August 20\_\_