

Douglas Washington
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Profile

Customer service representative with experience answering complex health insurance queries and resolving customer complaints. Routinely singled out for maintaining professionalism, patience and efficiency in high-volume environment to increase customer satisfaction and loyalty.

Professional Experience

Healthcare Call Center Representative, Langman Insurance, Bangor, ME

February 2014 – Present

- Accurately respond to inbound phone calls using designated script, active listening skills and extensive product knowledge to solve customer queries
- Provide facilities, doctors and members with accurate information regarding effective dates of coverage, claims history, medical benefits and deductible and copay amounts
- Use sound judgement to resolve billing inquiries and resolve customer complaints
- Thorough understanding of Protected Health Information (PHI) and HIPPA

Customer Service Representative, Wilson Storage, Bangor, ME

June 2012 – February 2014

- Answered 100+ inquiries daily from customers nationwide looking for storage solutions
- Used active listening skills and product knowledge to answer customer queries, upsell products, determine ideal storage unit size and location and reserve unit or arrange in-person inspection
- Collate source data including customer names, addresses, phone numbers and credit card details, and quickly and accurately enter into customer relationship management software

Education

Bachelor of Arts in Philosophy

University of Maine, Orono, ME September 2008 – June 2012

Key Skills

- Ability to multitask
- Accurate data entry
- Strong organizational skills and attention to detail
- Microsoft Office Suite
- Data entry speed: 10,000+ KPH
- Conflict resolution proficiency
- Medical terminologies and health insurance

Certifications

- Call Center Associate Certified, Management and Strategy Institute, 2017