



# Sarah Johnson

A Customer Service Supervisor with 10+ years of professional experience in healthcare, specializing in patient success, continuous improvement, and operations management. A proven track record of communicating effectively with patients and customer service teams. Adept at building high-performance organizations and establishing collaborative work cultures.

## Professional Experience

### Customer Service Supervisor

MedExpress, Seattle, WA October 2017 – Present

- Oversee call center daily operations for telemedicine and in-person appointments for 12+ urgent care locations, monitor and track KPIs and quality metrics, coordinate scheduling, and collaborate with corporate teams to define policies and service standards
- Manage a team of 40+ customer service representatives and provide training on communication protocols, customer service standards, and de-escalation techniques
- Identify opportunities to improve the patient experience and operational performance, resulting in a 10% reduction in wait times and a 92% patient satisfaction rating

### Customer Service Supervisor

Independence Blue Cross, Seattle, WA May 2015– October 2017

- Managed a team of 35+ customer service representatives for a high volume call center, which included coordinating daily operations and scheduling to resolve issues with billing disputes, insurance coverage, claims, account logins, and customer service issues
- Conduct forecasting and analyze call center metrics to identify areas of need and ensure appropriate staffing levels based on projected call volume
- Improved customer satisfaction survey scores from 82% to 90% over two years

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## Education

Bachelor of Business  
Administration (B.B.A.)

University of Washington, Seattle, WA  
September 2011 - May 2015

## Key Skills

- Patient Success
- Customer Service
- Operations Management
- Resource Management
- Organizational Development