

Skyler Thompson

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A Call Center Representative with seven years of experience answering complex health insurance queries and resolving customer complaints. Achieved recognition for professionalism, patience, and efficiency in high-volume call center environments. Successfully led efforts to improve customer satisfaction and loyalty.

Education

Bachelor of Science (B.S.) Marketing

Seattle Central College,
Seattle, WA
September 2012 – June 2016

Key Skills

- Call Center Operations
- Data Entry
- Customer Service
- Conflict Resolution
- Medical Terminology

Professional Experience

Call Center Representative

Washington Health Insurance Inc., Seattle, WA | October 2018 – 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
- Field billing inquiries and resolve customer complaints quickly and accurately
- Ensure compliance with Protected Health Information (PHI) and HIPAA regulations

Call Center Representative

Longman Storage Solutions, Seattle, WA | June 2016 – October 2018

- Answered 100+ inquiries daily from customers nationwide looking for storage solutions
- Utilized product knowledge to answer customer queries, upsell products, determine ideal storage unit size and location, and reserve units or arrange in-person inspection
- Performed data entry on customer names, addresses, phone numbers, and credit card details into customer relationship management software