

Shamika Quinnie
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Career Overview

I am a reliable Customer Service Representative with extensive track record in demanding sales and account management environments. Results-driven customer service representative with proven ability to establish rapport with clients.

Core Strengths

- Strong organizational skills
- Energetic work attitude
- Large cash/check deposits expert
- Courteous demeanor
- Active listening skills
- Inventory control familiarity
- Seasoned in conflict resolution
- Top sales performer

Accomplishments

Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

Sales

- Consistently generated additional revenue through skilled sales techniques.

Product Sales

- Cross-sold services at a rate of 30%, upgrading customers to different plans and product packages.
- Exceeded corporate target for customer satisfaction for 36 months in a row.

Work Experience

Customer Service Specialist

February 2014- June 2014

Apria Healthcare

- HIPAA Verifications upon each inbound call received
- Assist patients with Durable Medical Equipment, Respiratory Wound Therapy, Sleep Apnea, Rx orders that are faxed over from PCP or Hospital for Discharged patients.
- Answers patient questions and concerns they may have with their equipment, I would help Troubleshoot equipment with patient, if troubleshooting doesn't solve problem place order to exchange equipment.
- Assist Nurse, Doctors, and other health care providers or facilities with questions and concerns about processes on requesting equipment or whether patient Health Insurance is contracted with us in order provide equip/supplies to patient.

- Transfer patients or health care providers to appropriate departments that will assist them with their questions and concerns.
- Data Entry, entering a new patient into the system so when we receive rx order from doctor office then we can add order in and process through insurance verification department which gives the authorization approval they will cover equipment that's being requested
- Set appointments for patient coming in to get set up with Cpap equip or for patient that want to go into branch and pickup supply orders
- Work with Excel, Outlook, Microsoft word, Internet, Instant Messaging, Outbound Calls when having to do further research , Time windows

Customer Care Representative

September 2013 – December 2013

Anthem-Denver, CO

- HIPAA Verifications with qualified assured first call response(FCR) service
- Familiar with WGS system where it contains SECURED PHI information for each member records
- Refer to tools for resources to conduct information or request information by live chat (Outlook Email, Work net, Microsoft Word, Spread sheets)
- Verify member in WGS, SGI, and ACS.
- Helping member with insurance inquiries about benefits and deductibles.
- Making sure all protocols are followed by HIPPA laws. And State and Federal Laws.

Lab Corp

August 2012 to February 2014

Denver Human Services- Denver, CO

- Work PRN as an independent contractor at Denver Human Services performing buccal cheek swabs for court order DNA test.
- My duties conduct of having to go to varies locations to perform test on clients and provide the proper packing and shipping techniques to send test back to the main office.
- I assistants clients with proper information follow-up results and questioning they may have.
- Customer Service with directing to the right person
- Schedule appointments/ walk-ins
- Correct Paperwork in order to go through testing
- Paper work for shipment process/ drop-box

Assistant Manager

July 2011 to July 2012

Subway – Denver, CO

- Worked with a team of 15 professionals
- Reduced and controlled expenses by adding scales to make sure employees were using accurate portions.
- Developed department's first incentive performance plan which motivated staff and resulted in a 23% increase in sales.
- Served as mentor to junior team members.

- Up-sold additional menu items, beverages and desserts to increase restaurant profits.
- Took necessary steps to meet customer needs and effectively resolve food or service issues.
- Recorded customer orders and repeated them back in a clear, understandable manner.
- Quickly unloaded product shipments and stocked freezers.
- Took initiative to find extra tasks when scheduled duties were completed.

Nanny

April 2010 to October 2011

Aurora, CO

- Cared for two boys between the ages of four and seven.
- Prepared and served breakfast, lunch, and dinner.
- Oversaw playtime and scheduled social activities with friends at the pool and park.
- Took children on walks, pool outings, and educational trips.
- Organized games and other entertainment for the boys to play.
- Watched/fed their 4 month old boxer who was just as much of a handle as the boys.
- Intervened when disagreements arose.
- Helped the seven-year-old with reading skills and math skills everyday also read to the children.
- Met with parents on a weekly basis to discuss the week's plans and if we had any issues or disciplinary problems.
- Taught children safe behavior such as seeking adult assistance when crossing the street and avoiding contact with unsafe objects.
- Supervised children while parents were on vacation, business trips and weekend getaways.
- Cleaned the house, including laundry, sweeping and mopping.
- Offered detailed daily reports that outlined each child's day.
- Membership. benefits, claims, billing, hix and lumenos calls
- Over 50-150 calls per day

Education

Graduation: 2011

Overland High School-12400 E. Jewell Ave, Aurora, CO 80014

Heritage College

Associate Degree Applied Science: 2014-2015

Medical Assistant/X-Ray Medical Tech

Colorado Phelebotomy

Certification: August 2012

Phlebotomy

Denver School of Massage Therapy

Certification: 2013

Massage Therapist

References

Dajalena Cradle-614-805-2757(Anthem)

LeeAnne Stice- 720-944-2789 (Denver Human Services)

Gini Vascerello-