

Amiee Deters (303) 525-1180

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Professional Profile

Customer service background. Also have skills in Senior Medicare Services. Trained in multiple logging systems, imaging systems and insurance processing programs

- WGS
- Medisys
- ACS
- Ultera
- GBD Facets
- MS Office 2013
- iLog
- Night Vision
- Dish Promo
- Dish Information Database

Professional Experience

Anthem Blue Cross

June 2018 – May 2020

Customer Service Representative

Responsibilities:

Member services

Account Handling

Database searches

O'Reilly Auto Parts

April 2017 – June 2018

Delivery Driver Specialist

Responsibilities:

- Ensure product delivery
- Order Fulfillment
- Document Delivery
- Order Accuracy

Dish Network LLC

March 2015 – February 2017

Retention Agent

Responsibilities:

- Handling Customer account
- Answering Customer Services Calls
- Answering Billing Questions
- Handling Information Security
- Retaining Customers

Kelly Services, Denver, CO

June 2014 – February 2015

Membership Representative

Responsibilities:

- Medicare Application Processing
- Making Outbound Calls
- Membership Correspondences Handling
- Working Membership Queues
- Working with CMS Interfaces

CCI, Inc., Longmont, CO

February 1, 2013 – May 5, 2014

Call Center Advisor

Achievements:

- 2 Managers Excellence awards within the last 4 months

Responsibilities:

- Technical troubleshooting for iPhones, iPods, and iPad
 - Account security and password resets
 - Customer Service
 - Call Handling
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LaQuinta Inn & Suites, LLC, Westminster, CO
May 15, 2007 – December 26, 2012

Night Auditor

Achievements:

- Merit Raises
- Excellent Annual Reviews

Responsibilities:

- Guest Services
- Reviewing Reports
- Money Handling

Education

Kaplan University, Thornton, CO
Associates Degree in Accounting
August 8, 2011

References

References are available upon request.