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# Bernadette Pacheco

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## Summary

Engaging and patient customer service professional with 10+ years of experience responding to all types of customer service inquiries including member services in healthcare which encompasses members benefits, claims, prior authorizations and complaints. Detail oriented, interpersonal skills and complaint resolution. Proficient in computer software including microsoft office, word and excel. Eager to join the right company to grow customer loyalty and maintain the highest level of customer service.

## EXPERIENCE

### **Tice Electric, Englewood Co.** - *Administrative Assistant\ Customer Service & HR*

April 2017 - November 2019

- Assisting customers with scheduling and complaint support
- HR including employee payroll, employee benefits & new hire

### **Kaiser Permanente, Denver Co.** - *Member Service Representative*

March 2014 - April 2016

- Assisting members with their benefits, claims, prior authorizations
- Conflict resolution

### **Epilepsy Foundation Donation Center, Denver Co** - *Lead Administrative Representative*

February 2001 - November 2008

- Assisting with customer pickups including scheduling & tax receipts
- Administrative support to director including employee payroll & new hire

## EDUCATION

### **Vantage Point High School, Thornton Co-** *Diploma*

September 2000 - May 2004

I was in the leadership program as well as tutoring for grades 5-11