

CAROLYN BENDER

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PROFESSIONAL SUMMARY

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Knowledgeable and dedicated customer service professional with extensive experience. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

SKILLS

- Route dispatch
- Professional telephone demeanor
- Multi-line phone talent
- CRM
- Service standard compliance
- Customer support
- Documentation and reporting
- Client Communication
- Quality Assurance Controls
- Professional Telephone Voice
- Verbal and written communication
- Inbound phone calls
- Typing 50 wpm
- Quality assurance
- Gathering information
- Insurance verifying
- Appointment Scheduling
- Dependable and Responsible
- Data Entry

WORK HISTORY

07/2022 to Current

Customer Service Specialist

AdaptHealth – Windsor, CO

- Used consultative techniques to understand customer needs and make strategic referrals to business partners.
- Proactive one-call resolutions of customer issues.
- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Creating orders, scheduling patients to receive oxygen equipment prescribed by

their doctors.

- Responsible for walk-in patients, answering inbound and outbound calls.
- Used Microsoft Word and other software tools to create documents and other communications.
- Exceeded goals through effective task prioritization and great work ethic.

01/2017 to 07/2022 **Provider Services Specialist**

TriWest Healthcare Alliance – Phoenix, AZ

Responding to inbound and outbound calls regarding authorizations for medical and behavioral health care, checking provider status and availability, or claims payment status.

- Professional and courteous service skills to internal and external customers. Resolving VA and provider inquires call resolutions.
- Meeting the the company's productivity and performance metrics to include regular and attendance.
- Establish procedures, modify and identify system issues and trends, adapt to updates as requested per client, provide mentoring to new employees.
- Protecting the privacy of health information of patients when using or disclosing Protected Health Information (PHI)
- Data Entry
- Alpha/Numeric skills
- HIPPA Certified
- Promptly responded to inquiries and requests from prospective customers.
- Responded proactively and positively to rapid change.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Met customer call guidelines for service levels, handle time and productivity.

09/2015 to 09/2016 **Patient Service Representative**

Perfect Placement Staffing McKesson HealthSolution – Scottsdale, AZ

- Place outbound calls to patients enrolled in the Toujeo Coach program for diabetes management
- Collect patient data, provide resources and guidance, identify and report Adverse Events
- Establish procedures, modify and identify system issues and trends, adapt to updates as requested per client, provide mentoring to new employees
- Placing outbound calls to diabetic patients to enroll them by support
- Providing personal support to patients with tools and resources to while taking Toujeo insulin
- Schedule in person/online education sessions with certified diabetes educators

- Process and report adverse events from manufacturer medication to manufacturer within required time

frame on a daily basis

10/2012 to 10/2015 **Customer Service Representative**

Calibrus – Tempe, AZ

- Inbound Call Center
- Customer Care, Customer Acquisition, Third Party Verification
- Receive inbound calls from various telephone companies such as AT&T, Century Link, Frontier and Cox

Communications.

- The phone services are verified for these telephone companies for each potential customer per FCC Rules and Regulations
- Data Entry
- Alpha/Numeric skills
- HIPPA Certified
- Answered phone with friendly greeting to create positive inbound calling experience for customers.
- Handled high volume of inbound calls per shift to offer callers product and service information and generate quotes.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Maintained organized and secure customer files to facilitate customer support and follow-up.
- Trained and coached new call center team members on computer systems and customer service strategies.

08/2010 to 12/2010 **Collector Agent**

COLLECTCORP – Phoenix, AZ

Contact debtors to determine solutions and collect on charged off debt and negotiated by working out payment plans and making suitable settlement offers with the customer/debtor by doing so under the FDCPA for American Express.

- Used scripted conversation prompts to convey current account information and obtain payments.
- Worked in call center environment handling manual and automatically dialed outbound calls.
- Monitored accounts for compliance with established payment plans and flagged non-compliances.
- Achieved performance goals on consistent basis.
- Maintained high volume of calls and met demands of busy and productive group.

- Delivered exceptional customer service on collection calls and maintained calm and professional demeanor.
- Used skip tracing and other techniques to locate debtors.
- Negotiated with account holders to devise repayment plans and minimize collections receivables.

11/2007 to 02/2009 **Debt Collector**

Iqor – Chandler, AZ

Contact debtors to determine solutions and collect on charged off debt on Sprint accounts and negotiated by working out payment plans and making suitable settlement offers with the customer/debtor by doing so under the FDCPA.

- Worked in call center environment handling manual and automatically dialed outbound calls.
- Used scripted conversation prompts to convey current account information and obtain payments.
- Maintained high volume of calls and met demands of busy and productive group.
- Located customers with overdue accounts and solicited payment in compliance with fair debt collection practices.
- Deployed automated system tracking and skip tracing to locate hard-to-find, re-located customers.
- Worked with customer to create debt repayment plan based on current financial condition.

01/2006 to 10/2007 **Customer Service Representative**

Answer1 Communications – Phoenix, AZ

- Remote Receptionist Services
- Appointment Scheduling
- Unified Messaging
- Order Taking
- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Updated account information to maintain customer records.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Responded to customer requests for products, services and company information.
- Offered advice and assistance to customers, paying attention to special needs or wants.

EDUCATION

05/1999

High School Diploma

Fort Thomas High School - Fort Thomas, AZ