

Melissa Jefferson

Healthcare/Customer Service/Account Specialist

Saint Cloud, MN
Melissamaliya@gmail.com - (763) 3124469

Experienced, mature, results driven, self starter looking to use my customer service support skills and persuasive personality to help people solve real world problems within a reputable company with a professional office environment.

Authorized to work in the US for any employer

WORK EXPERIENCE

Collections Specialist

Bluestem Brands Inc. - Saint Cloud, MN - August 2016 to October 2016

Customer Service / Collections answered calls directed from a delinquent account status. Communicate options and arrangement possibilities to cure or at a minimum satisfy delinquent status. Process and Schedule payments.

Customer Service Representative

Customer Elation - Foley, MN - June 2016 to August 2016

Healthcare Customer Service Representative

Healthcare Customer Service

Care Call - Sartell, MN - January 2016 to August 2016

Inbound Outbound Call Center Medical Insurance Customer Service

Healthcare Insurance New member assessment/Health survey. Active listening, identify research and resolve customer inquiries.

Maintained confidentiality and proprietary nature of company policies. Strong communication skills discussing very personal/sensitive private information with members.

Credit Review Representative

Bluestem Brands - Saint Cloud, MN - November 2015 to January 2016

Processing Fingerhut Gettington and Paycheck Direct credit applications. Utilize third party data sources, Identify and flag potential fraud and/or identity theft. Placed, Cancel and Disposition consumer credit applications, Canceled and Verified Orders, took electronic payments. Customer Service, Customer Complaints. Returns, Warranty, Refund research information, and documentation, Initiation of SSN investigations. Navigation through multiple software applications. Manual account set up, Education to the customers in policy updates, legal updates credit line freezes and increases. Name changes Closing accounts and shipping issues. Outbound and Inbound call systems, Interaction with and execution of duties in concert with Fraud, Customer Service, Credit Bureau Reporting, Collections and Order Processing Departments.

Machine Operator/Material Handler/Quality Control Inspector

Blow Molded Products, Inc. - Foley, MN - October 2014 to March 2015

Machine Operator 1, Set-up, Shut down, Sort, Records keeping, Inspector, Loader, Grinding,

EDUCATION

Associate in Business Management

University Of Northwestern Ohio

May 2008

High School Diploma in General

Apollo Career Center

September 2005

SKILLS

Microsoft Office (7 years), HIPPA (3 years), 10-Key (5 years), Phones (4 years), Telephone Skills (6 years), Powerpoint (6 years), Quality Control (5 years), Word (6 years), Word Processing (7 years), Documentation (10+ years), Customer Service (10+ years), Client Relations (6 years), Supervising (6 years), Google Docs (3 years), Scripter (2 years), Fraud Prevention (1 year), Monitoring (1 year), Appointment Scheduling (3 years), Dispatch (2 years), Crisis Intervention (2 years), Call Center (2 years), Negotiation (7 years), Networking (5 years), Fax (6 years), Filing (4 years), Inventory Control (2 years), Machine Operator (8 years), Order Processing (6 years), Multi-Line Phone System (4 years)

ADDITIONAL INFORMATION

Excellent Problem Solving Skills, Motivated to Learn and Grow in Customer Service industry, Sound Judgement, Willing to sacrifice for the right company, Proficient in data collection, Active Listener, Perceptive of the needs and expectations of others, Authentic desire to provide my customers with a satisfactory interaction while balancing the company objectives, minimizing waist and overhead. Driven to continue to optimize and add to my ability to bring increased value to the marketplace.

Attn: My phone is not disconnected. The voicemail is somehow off line. Feel free to email me or shoot me a text if you are trying to reach me and you are not getting through. I look forward to hearing from you.