

Orlando Williams

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Energetic individual eager to obtain a position that makes full use of expertise in building relations, proven competency multitasking enables optimal performance in a challenging environment.

Work Experience

Patient Support Center Representative

UnitedHealth Group - Remote

May 2020 to September 2022

- Consistently exhibits behavior and communication skills that demonstrate Optum's commitment to superior customer service, including quality, care and concern with each and every internal and external customer
- Multi-task utilizing double monitors for data entry, phone etiquette, and use of resources while maintaining proper guidelines
- Provides services to internal and external customers involving the exchange of complex and sensitive information while acting as patient advocate
- Assists other Patient Support Center Representatives and Supervisors with daily paperwork load as needed to resolve and/or document patient issues
- Recognizes financial, medical and legal risks based on data collected during customer interactions and follows appropriate procedures
- Meet department goals which include but not limited to call volume, accuracy, quality, and attendance
- Resolve customer needs such as appointments, authorizations, claims, invoices, eligibility, benefits, appeals, Tars

Sports Writer

Valley Forge Casino and Resort - King of Prussia, PA

April 2019 to May 2020

- Provide a top tier level of customer service that encourages customers to come back repeatedly
- Adhere to all the rules and regulations set forth by the company
- Become familiar with betting options and be able to strike up conversations with customers regarding those options
- Ensure that all necessary paperwork/documentation is filled out accordingly to company policy and DGE standards
- Learning all types of money handling techniques such as on/off hand

Shipping and Receiving

ALARMAX DISTRIBUTORS INC

January 2019 to October 2019

- Receiving, stocking, and stacking
- Strong sense of time management

- Able to work independently or work with a team.
- Industrial equipment
- Supervision and team building skills

Shipping Coordinator

J & J Staffing Resources - King of Prussia, PA

April 2015 to April 2018

- Stocks merchandise in warehouse to include utilizing equipment, lifting and carrying merchandise, operating forklift to place in storage area
- Inspects merchandise for deficiencies or breakages prior to shipment or warehouse storage
- Training and maintaining a small production throughout an assembly
- Records all merchandise discrepancies on appropriate paperwork/internal computer system
- Completes inventory preparation for warehouse stock
- Organizes merchandise to prepare for shipping, operates seal boxes for shipment or stock daily
- Fills customer order in accordance with invoice, packing slips and so on, complete appropriate paperwork, and places a copy with the merchandise for shipment
- Always maintains a neat and orderly workplace, including moving pallets, sweeping, and removing/disposing of debris

Education

Associate's degree in Business Marketing

Indiana University of Pennsylvania

January 2014 to January 2015

High school diploma

West Philadelphia High School

September 2009 to September 2013

Skills

- Hospitality
- Hotel experience
- Cleaning
- Housekeeping
- Forklift (4 years)
- Pallet jack (4 years)
- Customer service (3 years)
- Customer support (3 years)
- Typing (4 years)
- Data entry (3 years)
- Warehouse experience (6 years)
- Warehouse management (2 years)
- Training & development

- Shipping & receiving (2 years)
- Order picker (2 years)
- Load & unload (3 years)
- Logistics
- Order picking (3 years)
- Cash handling (2 years)
- Sports marketing
- Management
- Time management
- Organizational management