

Michelle Battle

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Professional Summary

Dependable and detail-oriented professional with experience in healthcare support, customer service, warehouse operations, and technical support. Skilled in assisting clients with daily living activities, handling customer inquiries, managing inventory, package processing, and working in fast-paced environments. Strong communication, teamwork, problem-solving, and multitasking abilities.

Skills

Customer Service, Healthcare Support, Medication Assistance, Warehouse Operations, Package Scanning & Sorting, Pallet Jack Operation, Forklift Operation, Inventory Management, Technical Support, Microsoft Word, Excel & PowerPoint, Call Center Experience, Teamwork & Communication, Problem Solving, Handheld Scanner Experience

Professional Experience

Amazon — Warehouse Associate | September 2025 – Present

- Scan and sort incoming and outgoing packages
- Transfer packages using pallet jack equipment
- Maintain warehouse organization and efficiency
- Follow safety procedures and productivity standards

Happier At Home — Rocky Mount, NC | PCA | September 2024 – Present

- Assist clients with activities of daily living (ADLs)
- Provide medication reminders, meal preparation, and mobility assistance
- Monitor client safety and support daily routines

Wellcare — Remote | Customer Service Advocate | September 2023 – September 2024

- Handled inbound calls regarding Medicare and Medicaid benefits
- Assisted members with prior authorizations, denied claims, and provider coverage questions
- Explained spendable card allowances and pharmacy benefits

McLane Carolina — Battleboro, NC | Forklift Operator / Inventory Specialist | January 2022 – September 2023

- Operated forklifts to move inventory and organize warehouse products
- Performed inventory counts, code dating, and product labeling
- Removed outdated merchandise and maintained warehouse organization

QVC — Rocky Mount, NC | Packer | July 2022 – December 2022

- Used handheld scanners to pick and process customer orders
- Packed and labeled shipments for conveyor distribution
- Maintained accuracy and productivity in a fast-paced warehouse setting

UnitedHealthcare — Rocky Mount, NC | Customer Service Representative | July 2017 – December 2023

- Assisted customers with medication refills, insurance plans, and pharmacy issues
- Processed overrides, appeals, and emergency refill requests
- Handled escalated and irate customer calls while supporting team operations

Spring Valley Living — Durham, NC | PCA

- Assisted residents with ADLs, meal preparation, and light housekeeping
- Provided medication reminders and transportation for errands

Xerox — Raleigh, NC | Tech Support I & II

- Provided phone-based technical support for cellular devices
- Troubleshoot customer issues and processed phone payments

Sheetz — Rocky Mount, NC | Customer Service Representative | July 2010 – November 2016

- Handled cash transactions and customer service responsibilities
- Prepared food and beverages while maintaining cleanliness standards

Education

Northern Nash High School — Rocky Mount, NC
High School Diploma | August 2003 – May 2006