

# Rita Bruce

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## CAREER PROFILE

Excellent verbal and written skills. Strong computer skills in Microsoft Word, Power Point, and Excel. Successful leader and equally effective as a member of a team. Highly organized, able to multi-task, professional demeanor and attention to detail. Driven to provide excellent customer service and able to access complex situations and formulate solutions.

## Summary of Qualification

- More than 16 years of customer service experience
- Strong interpersonal communication skills
- Organized and focused with demonstrated ability to balance demands of multiple projects
- Ability to handle sensitive and private information in a professional manner
- Ability to handle Emergency Calls and work under pressure
- Ability to work independently or as a team member
- MS office and other social media sites

## PROFESSIONAL EXPERIENCE

**Reed Group** Westminster, CO

August 2016-present

### Customer Service Specialist

- Handle 50+ calls per day, opening up FLMA, Short Term Disability, Personal Leave, ADA and other health claims concerning missed time from work.
- Identifying each specific client and memorizing their procedures related to their employees disability claims
- Keeping up to date with all client changes, products and procedures
- Dealing efficiently with questions and concerns of the employees regarding their disability claims
- Updating claims as employees and the clients request

**Nicor Gas** Sycamore, IL

June 2010-May2016

### Customer Service Representative

- Answer customer request or inquires concerning services, products, billing claims, and report problem areas.
- Perform accounting functions related to orders, adjustments and corrections.

- Offer solutions and solve problems that are sometimes unstructured that may require reliance on conceptual thinking.
- Answer complex credit and billing inquires, investigate high bills, analyze customer credit status , quote amount due, make payment arrangements on past due bills, send out refunds check as well as investigate if it was cashed or not.
- Prepare field orders for gas emergencies. Gathering customer's information to send the technicians out to avoid dangerous and catastrophic situations.
- Responded to email correspondence, billing inquires and appointment setting.

**West Rockford, IL**

May 2008-2009

**Administrative Assistant**

- Managing day to day operation of the office.
- Organizing and managing files and records
- Planning, scheduling meetings and appointments
- Creating documents, coordinating, preparation of reports, analyzing data and identifying solutions.
- Maintained work flow by studying methods implementing cost reduction and developing reporting procedures
- Maintained supplies inventory by checking stock to determine inventory levels, anticipating needed supplies, placing, expending orders for supplies and verifying receipts of supplies

**JP Morgan Chase Elgin, IL**

April 1999- May 2008

**Fraud Investigator**

- Investigate and resolve fraudulent credit card transaction.
- Investigation of questionable/unauthorized activity on credit card accounts using techniques including probing, and fact-find questions when interviewing customers as well as merchants.
- Reduce fraud and improved retention rates.
- Contact merchants to discuss possible fraud transactions, contact potential parties that are involved in the fraud investigation.
- Processed charge backs, collect data for the investigation and processed write offs.

**Credit Disputes Advisor**

- Responded to eighty plus customer calls per day.
- Managing resolution of billing inquires to full customer satisfaction.
- Deescalated irate and difficult customers, clarifying their needs and recommending appropriate actions, while enhancing customer loyalty, company reputation and overall increase in annual revenue.
- Ensured compliance to service level agreements and risk exposure.

## **Education**

**Auburn High School** Rockford, IL  
High school diploma 1985

**Rasmussen College** Rockford, IL  
120 Hours Medical Assistance studies

- GPA 3.9
- Dean's Scholarship Recipient