

Esther Surpris.
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Professional Summary:

- Proficient at handling diverse tasks simultaneously; able to work in a fully trilingual environment English, French, and Creole.
- Handling multiple line phone system.
- Excellent knowledge of administrative and clerical procedures.
- Knowledge computers and relevant software applications. Microsoft word, Excel,MacBook page, outlook email.
- Calendaring and scheduling and maintaining conference rooms.
- Effective motivator, communicator and advocate with inherent ability to manage all types of personalities, diffuse stressful situations,
- Team-oriented, consistently recognized for ability to establish and maintain solid relationships

Education:

Miami Dade College, Miami FL
Associate of Art in Health Administration **Jan 2010 – May 2014**
GPA: 3.01
Health Insurance license 240

Professional Experience:

Landau & Associates, P.A.

- Account Receivable **March 2017-Present**

Customer Service Rep Advocate (license agent)

Convey Health Solution-Humana

July 2015-Feb 2017

- Interact with customers on behalf of an organization
- Provide information about products and services
- Listen to customers' questions and concerns, and provide answers or responses
- Handle inbound calls/ enroll new or existing member into a plan

Customer Service

Whole Food Market

Dec 2013–July 2015

- Greet customer in a friendly manner
- Handle a multiple phone line system
- Answer promptly customer inquiries either in person or via email
- Check out customers
- Ensure that my area is neat and clean at all time

**Receptionist/secretary
Jungle Island**

Nov 2011 – Dec 2013

- Answered inbound/outbound calls, scheduled appointment for customers.
- Handled shipping and receiving
- Used of Microsoft Word, Excel, writing letters, sent emails and faxed all types of documents.

**First source Financial,
Medical Collection**

June 2008 – Nov 2011

Inbound call to client

- specialize in all debts relating to health care, including hospitalizations, surgeries and routine checkups
- handles all matters of debt related to school loan, such as overdue bills.
- repayment plan to accommodate debtors who cannot settle their accounts for various financial reasons.

United Collection Bureau,

Feb 2005 -Jun 2008

- Inbound call
- contacting our customers who are between one and six months past due in their credit card.
- securing payment arrangements.
- Follow up with client