

MY CAREER



- Call Center Agent at Healthcare Support Services (1.5 Years)
- Customer Service Representative at Patient Care Solutions (6 Months)

CERTIFICATIONS

- Certified Customer Service Professional (CCSP) 📅 2025
- HIPAA Compliance Training 📅 2025

TECHNICAL SKILLS

- **Call Center Software:** Zendesk, Five9, DialPad
- **Communication Platforms:** Slack, Microsoft Teams, Zoom
- **Database Systems:** Salesforce, Epic, Cerner
- **Operating Systems:** Windows, macOS, Linux
- **Office Tools:** Word, Excel, PowerPoint
- **Patient Management Software:** PracticeFusion, Zocdoc, Allscripts
- **Emergency Protocols:** Triage Process, Disaster Response, Crisis Management
- **Customer Feedback Systems:** SurveyMonkey, Qualtrics, Google Form
- **Training Facilitation:** Peer Mentoring, Online Workshops, Resource Materials
- **Quality Assurance Standards:** ISO 9001, HCAHPS, CAHPS

PROFESSIONAL AFFILIATIONS

- Member, Health Administration Student Association - 2023-Present
- Volunteer, Springfield Community Health Fair - 2024

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST