

Kaia Ortiz

Call Center Representative

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 Springfield, MA 01103

STRENGTHS

-  **Empathy in Communication**
Always strive to understand patients' feelings which fosters trust, enhancing interaction quality.
-  **Efficient Multi-tasking**
Successfully juggle various tasks and screens, improving response times during peak call periods.
-  **Team Collaboration**
Work seamlessly with colleagues, creating synergies leading to enhanced workflow in challenging scenarios.
-  **Adaptable under Pressure**
Maintain composure during emergencies, ensuring accurate and swift responses to critical calls.
-  **Proactive Learning**
Continuously seek knowledge on updates in healthcare policy, translating for practical application in duties.

SKILLS

Call Center Operations
Patient Information Management
Microsoft Office Suite
Communication Skills
Emergency Response
Database Management

LANGUAGES

English	Native
Spanish	Intermediate

SUMMARY

Dedicated customer service professional with over two years of experience in fast-paced call centers, specializing in healthcare support. Proven expertise managing high-volume inbound calls while ensuring exceptional communication and empathy towards patients. Demonstrated ability to utilize Microsoft Office for multitasking and efficient service delivery. Strong problem-solving capabilities contribute significantly to maintaining confidentiality in sensitive situations. Eager to join a new team and bring skills that enhance patient experiences and operational success.

EXPERIENCE

Call Center Agent

Healthcare Support Services  January 2025 - Present  Worcester, MA

- Serves as a Call Center Agent where responsibility includes handling high-volume inbound calls across a diverse network of healthcare providers. Manages data systems to ensure seamless patient information flow and coordinate care efficiently.
- Facilitated accurate information delivery to patients by effectively managing high call volumes.
 - Maintained comprehensive call logs and diligently updated patient databases for operational efficiency.
 - Collaborated closely with healthcare teams to manage complex on-call schedules for improved support.
 - Executed emergency call procedures adeptly, adhering strictly to protocols governing urgent situations.
 - Trained incoming team members on best practices for call handling and information system usage.
 - Consistently achieved high call resolution rates contributing positively to overall patient satisfaction.

Customer Service Representative

Patient Care Solutions  June 2024 - December 2024  Springfield, MA

- Delivered exemplary service as a Customer Service Representative, strengthening inter-departmental collaboration to resolve issues and enhance patient care within a busy call center environment.
- Responded promptly and accurately to diverse customer inquiries regarding patient information.
 - Developed onboarding resources for new hires, increasing training effectiveness and assimilation.
 - Coordinated with medical staff to ensure timely relay of urgent messages impacting patient care.
 - Helped integrate innovative database management software, resulting in improved tracking mechanisms.
 - Achieved recognition for consistently high customer satisfaction scores through outstanding support.
 - Engaged in regular training initiatives to remain informed on evolving healthcare policies and practices.

LEADERSHIP & AWARDS

- Dean's List, University of Massachusetts Amherst - 2024
- Healthcare Customer Service Excellence Award - 2025

EDUCATION

Bachelor's Degree in Health Administration

University of Massachusetts Amherst  GPA: 3.8  2026  Amherst, MA

Coursework: Healthcare Policy, Health Informatics, Patient Care Management, Healthcare Finance

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