

Kaia Ortiz

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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 January 2025 - Present
Healthcare Support Services 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 June 2024 - December 2024
Patient Care Solutions 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 2026
University of Massachusetts Amherst GPA: 3.8 Amherst, MA
Coursework: Healthcare Policy, Health Informatics, Patient Care Management, Healthcare Finance

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

SKILLS

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

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST