

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