

# Svetlana Greer

## CDHP and COBRA Customer Service Representative

(217) 555-0198 | svetlana.greer@example.com | linkedin.com/in/svetlanagreer | 123 Maple Street, Springfield, IL 62704

### STRENGTHS

- Empathetic Communication**  
Skilled in connecting with clients, making them feel understood and valued through active listening.
- Problem Solving**  
Quickly resolves client issues by identifying root causes and generating practical solutions.
- Attention to Detail**  
Consistently delivers accurate records and timely responses, ensuring service excellence every time.
- Team Collaboration**  
Foster collaboration among different teams, contributing to streamlined processes and better outcomes.
- Regulatory Compliance**  
Strong understanding of regulatory requirements ensures adherence throughout operations.

### SKILLS

- Customer Service Excellence
- Data Entry and Management
  - Regulatory Compliance
  - Microsoft Office Suite
- Effective Communication
  - Problem-solving
  - Collaboration skills
- Time management | Adaptability
  - Detail-oriented
  - Organizational skills
- Critical thinking | Interpersonal skills
  - Sales support | Quality assurance

### SUMMARY

Eager and dedicated customer service professional with over three years dedicated to enhancing client experience in the benefits sector. A track record of managing complex inquiries about COBRA, Flexible Spending Accounts, and Health Reimbursement Accounts while maintaining compliance with regulations. Skilled in accurate data entry and effective communication that resonates with clients and stakeholders. Proven ability to collaborate with internal teams ensuring a seamless process. Ready to bring this experience to a dynamic customer-focused role, providing exceptional support and fostering meaningful relationships.

### EXPERIENCE

#### Client Services Associate

Benefit Solutions Group | January 2025 - Present | Chicago, IL

Serve as the primary contact for health benefits inquiries while ensuring high standards of accuracy and compliance. Engage directly with clients to foster positive experiences and address their concerns promptly.

- Managed client inquiries related to COBRA regulations carefully and effectively.
- Processed requests swiftly, resulting in heightened client satisfaction.
- Collaborated closely with various departments for superior service delivery.

#### Customer Support Specialist

Wellness Benefits Co. | June 2023 - December 2024 | Aurora, IL

Focused on delivering prompt resolutions within the scope of flexible spending accounts, guiding clients through various processes.

- Resolved issues efficiently, enhancing customer trust and confidence.
- Maintained thorough records of interactions complying with industry standards.
- Trained new hires on company policies and best practices in customer service.

#### Customer Service Representative

Health Care Advisors | August 2021 - May 2023 | Peoria, IL

Provided exemplary service in a fast-paced environment, catering distinctly to each client's needs. Emphasized understanding of health benefit regulations.

- Handled a variety of inquiries swiftly, improving overall response time.
- Built rapport with clients, aiding efforts to maintain high retention rates.
- Developed solid knowledge of COBRA benefits administration and regulations.

### LEADERSHIP & AWARDS

- Certified Customer Service Professional (CCSP), awarded 2023
- Excellence in Client Relations Award at Benefit Solutions Group

### EDUCATION

#### Bachelor of Arts in Communications

University of Illinois | GPA: 3.5 | 2021 | Champaign, IL

**Coursework:** Public Relations, Marketing Strategies, Interpersonal Communication, Media Studies

### CERTIFICATIONS

- Certified Customer Service Professional (CCSP) | 2023
- Conflict Resolution Certification | 2022

### TECHNICAL SKILLS

- Communication Tools:** Microsoft Teams, Zoom, Slack

## LANGUAGES

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English Native

Spanish Intermediate

## MY CAREER

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● Client Services Associate at Benefit Solutions Group (1.4 Years)

● Customer Support Specialist at Wellness Benefits Co. (1.5 Years)

● Customer Service Representative at Health Care Advisors (1.8 Years)

- **Office Software:** Microsoft Word, Excel, PowerPoint
- **Database Management:** Salesforce, Access, Oracle
- **Project Management Tools:** Asana, Trello, JIRA
- **CRM Systems:** Zendesk, Freshdesk, HubSpot
- **Reporting Tools:** Tableau, Google Data Studio, Looker
- **Functionality Testing:** User Acceptance Testing, A/B Testing, Stress Testing
- **Training Tools:** Skillssoft, LinkedIn Learning, Coursera
- **Compliance Tools:** ComplyAdvantage, Trulioo, TrustArc
- **Performance Tracking:** Google Analytics, Kissmetrics, Mixpanel

## PROFESSIONAL AFFILIATIONS

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- Member of the National Customer Service Association
- Active participant in local community service initiatives

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST