

Svetlana Greer

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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 January 2025 - Present
Benefit Solutions Group *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 June 2023 - December 2024
Wellness Benefits Co. *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 August 2021 - May 2023
Health Care Advisors *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 2021
University of Illinois GPA: 3.5 *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
- **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

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

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST