

Aanya Chang

Customer Service Representative I

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📍 Aurora, IL 60505

STRENGTHS

- 🗣️ **Bilingual client service**
Spanish interpretation helped clients explain needs clearly, and calm follow through made referrals easier to complete.
- ✅ **Accurate intake**
Careful questions and form review produced cleaner records; teammates relied on this approach during busy clinics.
- 🔒 **Privacy awareness**
Consent checks and discreet conversations protected sensitive information, a habit built through daily client contact.
- 📅 **Steady coordination**
Appointment changes, referrals, and follow up stayed organized; service partners received clear information when plans shifted.
- 💚 **Health service support**
Clinic setup, measurements, supplies, and reports received practical attention, helping daily operations run smoothly.

SKILLS

Bilingual Spanish English

Customer service Front desk

Intake Scheduling

Electronic records Health histories

Consent forms Referrals

Eligibility screening

Medical terminology

Patient privacy Office practices

Filing systems

Spanish interpretation

LANGUAGES

Spanish

Native

SUMMARY

Bilingual Spanish English customer service professional with two years supporting community health and human services clients through front desk, phone, scheduling, intake, referral, and records workflows. Gathers accurate **client information**, identifies needs, completes forms, updates **electronic records**, and connects people with appropriate services. Protects **confidential information** through careful consent verification and patient privacy practices. Supports health histories, eligibility screening, medical terminology, clinic setup, supply monitoring, **blood pressure checks**, physical measurements, and follow up. Communicates with cultural sensitivity across diverse populations and provides clear Spanish interpretation. Brings dependable attendance, organized office practices, calm service, and practical experience supporting rotating coverage, emergency response assignments, and multiple service locations.

EXPERIENCE

Client Services Representative

Fox Valley Community Wellness Center 📅 September 2025 - Present 📍 Aurora, IL

Supports bilingual community health intake, appointment coordination, electronic records, consent documentation, health history collection, clinic preparation, and client referrals. Works with diverse clients and service partners while protecting confidential information and supporting dependable daily operations.

- Gathered bilingual intake details and verified paperwork before routing clients for appropriate services
- Updated electronic records and scheduled appointments using accurate client information and **consent documentation**
- Collected **health histories** and supported **blood pressure checks**, measurements, and hemoglobin testing workflows
- Prepared clinic forms, reports, supplies, opening tasks, and closing activities for daily service delivery
- Provided **Spanish interpretation** with culturally sensitive communication during screening, referrals, and follow up
- Protected **patient privacy** by applying HIPAA practices during records handling, conversations, and releases
- Supported **emergency response** assignments and traveled between service locations when coverage needs changed

Bilingual Customer Service Assistant

Community Access Resource Desk 📅 September 2024 - August 2025 📍 Naperville, IL

Handled front desk referrals, eligibility screening, customer questions, appointment support, filing, and records updates for community resource clients. Coordinated clear information sharing across clients and service partners while building reliable office habits and follow through.

- Completed **front desk** intake and eligibility screening for clients seeking community resources and referrals
- Organized **filing systems** and updated electronic records after reviewing forms and **release documentation**
- Scheduled appointments and prepared paperwork that helped clients access timely support services
- Used Spanish interpretation to clarify **program requirements**, eligibility questions, and next steps
- Applied **medical terminology** and privacy practices during health related conversations and records handling
- Monitored supplies and supported reports, room setup, and closing procedures for daily operations
- Followed up on **client status** and communicated exceptions promptly with service partners

MY CAREER



- Client Services
Representative at Fox Valley
Community Wellness Center (1
Years)
- Bilingual Customer Service
Assistant at Community Access
Resource Desk (11 Months)

PROJECTS

- Community Health Intake Workflow** 📅 2026
- Improved a simulated intake workflow by organizing client information, consent forms, referral steps, electronic records, and privacy checks for clear service delivery.
- Bilingual Resource Referral Guide** 📅 2025
- Created a practical bilingual referral guide covering eligibility questions, appointment preparation, health histories, Spanish interpretation, and culturally sensitive client communication.

LEADERSHIP & AWARDS

- Recognized by community wellness colleagues for dependable bilingual client service and accurate front desk follow through.
- Selected for consistent privacy focused records handling, clear referrals, and supportive communication with diverse clients.

EDUCATION

- High School Diploma**
- Waubonsie Valley High School 🎓 GPA: 4.0 📅 2024 📍 Aurora, IL
- Coursework:** Office practices, health education, communication, human services

CERTIFICATIONS

- HIPAA Awareness Training 📅 2026
- Basic Life Support (BLS) 📅 2025

TECHNICAL SKILLS

- **Client Intake Systems:** Electronic records, intake forms, health histories
- **Scheduling Applications:** Appointment scheduling, calendars, reminder workflows
- **Privacy Standards:** HIPAA, consent documentation, release forms
- **Health Screening:** Blood pressure checks, hemoglobin tests, physical measurements
- **Office Administration:** Reports, filing systems, forms
- **Referral Services:** Needs screening, referrals, eligibility support
- **Communication Services:** Spanish interpretation, phone support, front desk
- **Clinic Operations:** Clinic setup, supply monitoring, closing activities
- **Safety Training:** Basic Life Support, emergency response, safe service delivery
- **Health Information:** Medical terminology, patient information, health status follow up

PROFESSIONAL AFFILIATIONS

- Community wellness service participant supporting accessible referrals, health information, and respectful client communication.
- Bilingual service advocate focused on practical access, patient privacy, and culturally sensitive support.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST