

Xiao Fischer

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SUMMARY

Dedicated customer service professional with over 2 years in healthcare environments. Proven ability to resolve complex issues and deliver effective solutions that enhance client satisfaction. Strong communication and problem-solving skills, complemented by a detail-oriented approach. Successfully navigates multiple systems while managing inbound inquiries about dental benefits, claims, and eligibility for various healthcare plans. Resolutely dedicated to ensuring positive healthcare experiences through compassionate assistance. The aspiration to leverage experience and empathy toward building exceptional customer relationships aligns perfectly with this opportunity.

EXPERIENCE

Customer Service Representative January 2025 - Present
Healthcare Solutions Group *Remote, CO*

In this role, adeptly manage daily inquiries related to dental benefits and claims, providing clarity and resolution while enhancing member satisfaction. Demonstrate strong operational efficiency in handling call volumes across health plans.

- Successfully manage over 30 inbound calls each day, addressing diverse inquiries regarding benefit eligibility and claims processing.
- Provide clear explanations of dental plans and services, increasing clients' understanding and improving self-service outcomes.
- Document all interactions meticulously in the billing system, maintaining compliance and integrity of records.
- Collaborate with cross-functional teams to escalate unresolved issues, ensuring client concerns are addressed timely and effectively.
- Develop an extensive knowledge base on available services, significantly boosting satisfaction among members.
- Consistently surpass performance metrics, contributing positively to team dynamics and success.

Customer Support Associate June 2023 - December 2024
CareConnect Services *Denver, CO*

This position involved direct engagement with customers facing challenges in navigating health insurance policies, facilitating smoother interactions and resolutions. Developed keen insights into service delivery processes.

- Supported clients through comprehensive inquiries concerning health insurance, claims, and policy eligibility, ensuring accurate and prompt responses.
- Exhibited exemplary problem-solving capabilities in resolving customer complaints, greatly enhancing overall user experience.
- Maintained meticulous documentation of customer interactions, which ensured compliance with company policies and supported subsequent follow-up actions.
- Participated in ongoing training initiatives aimed at deepening understanding of evolving healthcare policies and enhancing service quality.
- Collaborated with colleagues to refine processes, resulting in faster response times and improved customer feedback.
- Received various accolades for exceptional customer service throughout tenure.

LEADERSHIP & AWARDS

- Dean's List, University of Colorado Boulder, 2024
- Outstanding Customer Service Award, CareConnect Services, 2024

EDUCATION

Bachelor of Arts in Communication 2026
University of Colorado Boulder GPA: 3.7 *Boulder, CO*
Coursework: Public Speaking, Health Communication, Interpersonal Communication, Organizational Communication

CERTIFICATIONS

- Customer Service Excellence Certification 📅 2025
- Healthcare Customer Service Certificate 📅 2025

TECHNICAL SKILLS

- **Customer Management Tools:** Zendesk, Salesforce, ServiceNow
- **Office Software:** Microsoft Word, Outlook, Excel
- **Communication Platforms:** Zoom, Microsoft Teams, Skype
- **Documentation Standards:** HIPAA, Regulatory Compliance, Internal Policies
- **Call Center Systems:** Avaya, Cisco, Mitel

- **Issue Tracking Software:** JIRA, Freshdesk, Zoho Desk
- **Data Entry Methods:** CRM Databases, Excel Spreadsheets, Records Management
- **Technical Training Resources:** Knowledge Base, Standard Operating Procedures, E-Learning Modules
- **Health Insurance Certifications:** Medicare Basics, Affordable Care Act Regulations, Dental Plans Overview
- **Customer Inquiry Channels:** Inbound Calls, Emails, Live Chat

SKILLS

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|------------------------|-------------------------|-----------------------|-------------------------|
| • Customer Support | • Technical Proficiency | • Conflict Resolution | • Training Ability |
| • Healthcare Knowledge | • Time Management | • Documentation | • Policy Interpretation |
| • Communication Skills | • Relationship Building | • Problem Solving | • Listening Skills |
| • Organization | • Empathy | • Sales Support | • Attention to Detail |

PROFESSIONAL AFFILIATIONS

- Member of the Communication Club at University of Colorado Boulder
- Volunteer within local health outreach programs, providing assistance to community members

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST