



Xiao Fischer

Healthcare Customer Service Representative

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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

Healthcare Solutions Group 📅 January 2025 - Present 📍 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

CareConnect Services 📅 June 2023 - December 2024 📍 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

STRENGTHS

- 💬 **Advanced Communication Skills**
Excels in conveying complex information clearly, fostering better client interactions and trust.
- 💡 **Problem-Solving Efficacy**
Regularly identifies issues swiftly, implementing solutions that satisfy client needs and improve operations.
- 📋 **Exceptional Organizational Ability**
Effectively prioritizes responsibilities to maintain smooth handling of tasks and meet essential deadlines.
- 👥 **Team Collaboration Strength**
Cultivates strong partnerships with peers, enhancing problem-resolution capabilities and client care initiatives.
- 👁️ **Detail-Oriented Approach**
Performs thorough evaluations of claims and passwords accuracy, minimizing errors and optimizing satisfaction.

SKILLS

Customer Support

Healthcare Knowledge

Communication Skills

Organization Technical Proficiency

Time Management

Relationship Building Empathy

Conflict Resolution Documentation

Problem Solving Sales Support

Training Ability

Policy Interpretation

Listening Skills

Attention to Detail

LANGUAGES

English

Native

Spanish

Intermediate

MY CAREER



● Customer Service Representative at Healthcare Solutions Group (1.5 Years)

● Customer Support Associate at CareConnect Services (1.5 Years)

EDUCATION

Bachelor of Arts in Communication

University of Colorado Boulder 🎓 GPA: 3.7 📅 2026 📍 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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST