

Malika Brown

Upper Darby, PA

Malika.brown12@yahoo.com

(267) 8089909

I am looking for a full time position in an environment that offers a greater challenge ,increased benefits ,and the opportunity to help the company advance efficiently and productively.

With over 7 years of proven experience providing customer service for several different companies, I am confident I will make an immediate contribution to your team.

I have demonstrated the ability to effectively handle situations or inquiries while working within policy, procedures and standard processes. You will find I am detail oriented and able to analyze, prioritize and resolve client requests or issues quickly and effectively. I possess excellent communication skills both oral and written.

I have remarkable interpersonal, organizational and time management skills. I am well versed in all the Microsoft Office suite applications. Furthermore, I learn new applications quickly and efficiently. I am able to support team goals along with finishing my assigned tasks which makes me a perfect fit for a multitasking environment such as yours.

This summary, as well as my resume, cannot adequately communicate my qualifications in-depth; I look forward to meeting with you to discuss why I would be an asset to your institution. I am available to schedule an interview at your earliest convenience by phone or email.

Authorized to work in the US for any employer

Work Experience

Patient Service Representative/Scheduler

Axia Women's Health - Philadelphia, PA

December 2017 to Present

.Assist patients with all aspects of insurance and billing resolution or payments and document any information or conversation in the computer regarding patient account.

.Understand the importance of dealing with confidential information.

.Utilize knowledge of healthcare by explaining insurance coverage benefits and Medicare care costs to patients.

.Schedule patients for new appointments and return visits requested by the doctor or physician.

.Perform credit card and debit card transactions.

.Ensure patient demographics and account information is updated correctly in the clinical system etc.

.Monitored and updated all patient scheduling in coordination with physicians.

Met and greeted all patients professionally and courteously.
Responded to and resolved all patient service requests.
.Coordinated appointment schedules with all relevant facility departments.
.Monitored all medical callbacks as needed.
Scanned and stored all patient insurance documents and medical history records with accuracy and confident.

Customer Service Representative

Qualfon on Behalf of Glaxosmithkline - West Chester, PA
May 2017 to Present

.Empowered excellent customer service to customers calling in to inquire about vaccine products.
.developed relationships with clients in the healthcare profession to set up new accounts reset passwords if assistance was needed. Provided professional guidance to any situations that became difficult.

.First point of resolution for customers to place orders to transfer to multiple departments.
.Worked with many flu item products and vaccine products that are used in pharmacy doctors office and hospitals and clinics etc.

Customer Service Representative

Power non profit organization group - Philadelphia, PA
April 2017 to April 2017

Phone Banking for District attorney Election that was approaching in May 2017.

- Make outgoing calls to register voters in the State of P.A.
- Provide voters list to the candidates.
- Provided excellent customer service.
- Provided information about the candidates forums.
- Data Entry
- Phone logging/recording information.
- Be goal-oriented and have a strong work ethic
- Have experience with VAN
- thrive in social environments
- Build, educate and mobilize broad and diverse base of supporters.
- Manage the day to day operations of phone banks and door-to-door campaigns.

Wealth management/debit card services

Wealth Management Co. - King of Prussia, PA
August 2016 to March 2017

- Debit Card Services
- Customer Service
- Analyzes and evaluates existing or proposed systems and devises computer programs, systems and related procedures to process data.
- Dispute transactions/Process Fraud Cases.
- Handling /inquiries solving customers complaints.

Customer Service Representative

SERCO - Crum Lynne, PA

July 2015 to August 2016

Responsibilities

Answers inquiries by clarifying desired information; researching, locating, and providing information.

Accomplishments

Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.

Skills Used

Top quality customer service making sure the customer is satisfied at the end of the call.

Dietary Hostess

sodexo - Philadelphia, PA

September 2014 to July 2015

Responsibilities

- Prepare food items and assembles ready foods for patient trays
- Serve foods in the rooms and cafeteria
- Deliver food trays to patients' units and dining area
- Provide services in dining room and dish room
- Clean cafeteria tables, and service counter area after meals
- Wash pots and pans area

Accomplishments

- Prepare and serve nutritious meals and snacks to patients, staff and visitors
- Assist cooks and operate required tools to accomplish service
- Clean work area, utensils, dishes, and pots and pans
- Check inventory of items and fill orders
- Run and fill various foodservice machines
- Follow diagrams and lists to prepare patient trays to specifications
- Interact with clientele in a pleasant manner and handle customer complaints

Skills Used

ND ABILITIES

- Able to work quickly, correctly, and professionally
- Excellent verbal communication skills
- Positive attitude and ability to multitask
- High degree of service orientation
- Capable of standing for extended periods of time
- Able to work beyond duty time including evenings and weekends

Pharmacy Technician/Health And wellness vaccine Coordinator

Rite-Aid Pharmacy Philadelphia P.A

April 2013 to September 2014

Guide customers as they make purchasing decisions, on products related to their health and wellbeing (vitamins, OTC, specialty foods etc).

- sets up flu clinics, and organizes monthly health fairs
- Sit down with customers for a one on one in the consultation room to answer questions regarding their prescription and general question on and offer tips on how to improve their over all health
- Reviewed and filled prescriptions, monitored and maintained pharmacy inventory

Cashier/Customer service

Save A Lot - Philadelphia, PA

September 2011 to September 2014

Handled cash intake, Stock, replenished, rotated and ordered items as necessary

- Built a loyal customer base by using a consultative sale approach
- Attended to unsatisfied customers, and solved their queries and complaints efficiently
- Train new workers and taught them proper procedures to ensure a fantastic customer service while providing a safe and friendly shopping experience.

Summer job Never Say Never Program assistance representative

City of Philadelphia - Philadelphia, PA

June 2008 to September 2008

Provided customer service to PGW customers, by resolving questions and concerns regarding customer's utility bill

- Assisted customers with completing financial assistant's applications "LIHEAP" (Low Income Home Energy Assistance Program).
- Supply Tips to customers to help reduce to cost of their gas utility bill
- Reinstated customers gas service

Seasonal Children Dance Instructor

Canaan Baptist Church - Philadelphia, PA

September 2007 to April 2008

Instructed students from ages 6-11, in modern dance, ballet, and tap.

- Created, choreographed, and directed dance performances.
- Provided a positive and encouraging atmosphere that influenced the children's creativity

Education

Pharmacy Technician Certification

Lincoln Technical Institute

April 2012

High school Diploma

Parkway Center City - Philadelphia, PA

2007 to 2011

Skills

Call Center, Customer Service, Hospital, Front Office, Front Desk

Awards

Perfect attendance awards,above and beyond awards

December 2011

Additional Information

Experience- account receivables ,debit card ,credit card transactions, recording transactions ,updating consumer information.

Administrative assistant experience.

Navinet