

WENDY BAYLOR

3953 Parrish Street, Philadelphia, PA 19104

Cell: 267-243-1249

Wcncb83@gmail.com

CAREER OVERVIEW

Highly enthusiastic customer service professional with nineteen years of various experience.

CORE STRENGTHS

- Strong organizational skills
- Active listening skills
- Seasoned in conflict resolution
- Sharp problem solver
- Courteous demeanor
- iMIS, Credible, and Personify Database Management Sys
- Adaptive team player
- Multi-Task Management
- Microsoft Office
- Meet Strict Deadlines
- Invoice processing
- Customer service expert
- Telephone inquiries specialist
- Data collection
- Extensive Data entry
- Strong attention to detail

THE MCS GROUP

Philadelphia, PA

Request Processing Associate

09/2017 to Present

Printing all incoming orders and coding them correctly in the system

Responsible for reviewing all documents and authorizations submitted with request, to ensure they are HIPPA compliant, not expired and will be accepted by the requested providers

Responsible for researching, verifying, and entering all orders

Collate and scan paperwork into the system

Fax and/or mail requests to the providers

Processing and researching return mail

Handling all incoming faxes. Responsible for printing, logging and separating them.

Handling all the requests on the appropriate portal

Reviewing records and sorting through documents for additional information

Proofreading and editing subpoenas and supporting documents

Contact attorney's and paralegal's when needed via email and/or phone

SOCIETY FOR INDUSTRIAL & APPLIED MATHEMATICS

Philadelphia, PA

Customer Service Associate

07/2004 to 07/2015

Opened and closed daily payment batches

Viewed Settlement reports

Trained temp customer service employees for the receptionist desk.

Created new processes and systems for increasing customer service satisfaction.

Cross-trained and provided back-up for other customer service representatives when needed.

Resolved product issues and shared benefits of new technology.

Managed quality communication, customer support and product representation for each client.

Worked under strict deadlines and responded to service requests and emergency call-outs.

Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.

Assisted customers with product complaints and questions.

Maintained Database for two organizations

Make outbound and received inbound calls for conferences, memberships, and products and other services

Processed payments via cash, credit cards, and checks conferences and memberships

Process refunds and documents for conferences and memberships

Process and issue invoices, receipts, and confirmations for conference registrations and memberships

Issue and reset passwords for the online system

Help with web site issues

Receptionist

Answer Phones, and direct calls to the appropriate person

Process and distribute mail and packages

File, fax, and copy documents

Send and receive faxes

Keep track of employee attendance

Sign guest in and out of the office

Create and mail information and new member packets

Extensive data entry

Database Management

EDUCATIONAL BACKGROUND

ASSOCIATES DEGREE: BUSINESS ADMINISTRATION

Peirce College, Philadelphia, PA, United States

2002-2004

Coursework in Business Administration and Organizational Development

EDUCATIONAL BACKGROUND

ASSOCIATES DEGREE: BUSINESS ADMINISTRATION

2005

Peirce College, Philadelphia, PA, United States

Coursework in Business Administration and Organizational Development