**[Customer Service Representative](https://www.postjobfree.com/resume/adzlo5/customer-service-norwich-ct)**

**Location:**Norwich, CT

**Posted:**September 10, 2023

**Contact Info:**

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**Resume:**

Melissa Ortiz

47 Eighth Street

Norwich, CT 06360

Melissalynnphelanortiz@Gmail.com

C: 347.271.0213

EDUCATION

• Kaplan University NY, NY June 2013. Accident/Health Agent, pre-licensing, Series- 10.

• Mercy College White Plains, New York, June 1999. Paralegal Studies Certificate.

• Iona College New Rochelle, New York, June 1995. BA; Economics major, fine arts minor. WORK HISTORY

HCCI, Inc. February 2022 to present

Manhattan, NY

● Social Services Coordinator/Public Outreach Specialist

● Maintains the office of the coordinator for a supportive housing HUD subsidized Senior Citizens residence. Provides case management so that the residents can maintain independent living..

● Providing outreach services to the community for Radx-up Study with NYU about Covid 19.

● Harlem Strong grants mental health training.

Global Contact Services December 26, 2017-April 18, 2018 Long Island City, NY

● Access-a-ride Customer Service Representative

● Responsible for handling inbound phone calls from New York City residents.

● Made pickup and drop of arrangements for senior citizens and disabled passengers on the computer.

American Stock & Transfer, LLC June 9, 2014 -Jan 3, 2015 Brooklyn, New York

• 311 Customer Service Representative.

• Responsible for handling inbound phone calls from New York City residents.

• Assistance by way of the appropriate and relevant service information that NYC government provides through their agencies and divisions to NYC residents.

• Services regarding a wide range of daily activities to include but not limited to 911 call transfers, parking tickets, towed vehicle information, property taxes, water/sewer bills, street, sidewalk and highway maintenance complaints, landlord/tenant disputes using Siebel program on individual personal computers connected to a telephone and headset.

• Inquiries are either directed to the agency itself or by Service Request which is a report of a 311 agents’ assessment of a New York City resident needs and the appropriate course of action using the services provided by the City.

• It is vital to define the scope of the caller’s inquiry by filtering through the at times dramatic details and then provide the appropriate customer service response that pertains to answering or identifying the solution and the direction to attain same. Aegis Global, Inc. September 2013- December 2013

New York, NY

• Health Insurance Enrollment Agent. Licensed in multiple states.

• Inbound calls from prospective clients applying or renewing AARP and United Healthcare Medicare Advantage plans online.

• Research client’s healthcare needs and make a recommendation based on policy availability where they reside. Explain Summary of Benefits.

• Prescription Drug plans as an alternative to a plan.

• Complete online enrollment forms or applications.

• Send client a Welcome Kit.

• Seasonal, tenured employee.

Household management 2007-present

Sofia’s Restaurant July 2005- June 2006

Croton, New York

• Waitress.

• Phone orders, table server, food prep, cashier and barista. John M. Vole, Esq. 2002-2003

Peekskill, New York

• Paralegal

• Office Management

• Compose correspondence, Summons and Complaint and pleadings for Domestic Relations, Divorce, Criminal, Real Estate and Wills Trust and Estates. Stephen M. Manzello, Esq. 2000-2002

White Plains, New York

• Paralegal

• Client correspondence, pleadings for Domestic Relations, Divorce, Criminal, Real Estate, Civil Litigation.

Municipal of the Village of Croton-on-Hudson 1990-2002 Croton -on-Hudson, New York

• Lifeguard/Water Safety Instructor. Seasonal, provided swimming supervision/ instructi