**[Customer Service Representative](https://www.postjobfree.com/resume/ad1pdt/customer-service-chester-va)**

**Location:**Chester, VA

**Posted:**December 05, 2023

**Contact Info:**

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Job Description (optional) 



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**Resume:**

Joy Walker

Chester, VA 23831

joydwalker@aol.com

804 414 4263

Diligent professional with extensive years of experience and a proven knowledge of customer service and managed care. Aiming to leverage my skills to successfully fill the customer service role at your company.

Work Experience

Bankcard Customer Service Representative Work from home

Allianz Partners - Richmond, VA

August 2021- Present

Responding to queries regarding coverage and claims. Commit to the department`s service standards across phone and email. Develop extensive knowledge in order to provide timely and accurate information to our clients. Responsible for providing outstanding customer service to clients and ensuring customer satisfaction and retention

Customer Service Representative Work from home

Faneuil - Hampton, VA

September 2020- February 2021

Remote customer service assisting with health insurance for Massachusetts. Trouble shooting password inquiries and assisted customers with their health insurance enrollment. Educating customers about their bills, notices, forms and how to make payments.

Customer Service Representative

General Dynamics - Chester, VA

January 2015 to August 2020

Responding to calls from Medicare and Healthcare.gov consumers. Open enrollment for Medicare/Medicare advantage plans. Heavy call volume with updating application, premium billings, ordering new Medicare cards and escalating problems with insurance start dates, premiums, and claims. Followed company procedures including HIPPA laws. Survey testing and implementing new platforms.

Education

A.S. in Paralegal Studies

Interboro Institute - New York, NY May 2004