**[Customer Service Representative](https://www.postjobfree.com/resume/adzmfv/customer-service-gettysburg-pa)**

**Location:**Gettysburg, PA

**Posted:**September 11, 2023

**Contact Info:**

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**Resume:**

GARY KAUFFMAN

Customer Service Professional

Gettysburg, PA 17325

gary.kauffman@gmail.com

+1 310 867 5106

Dedicated Customer Care Professional motivated to maintain superior customer satisfaction and contribute to company success. Proven ability to establish rapport with clients to enhance customer satisfaction and brand loyalty. Reliable and driven with strong time management and prioritization abilities.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Voya Financial - Gettysburg, PA

July 2022 to April 2023

Promptly responded to customer phone calls and inquiries regarding financial plans and eligibility for benefits and programs

Provided information to participants about various features of specific plan Processed and verified financial transactions

Customer Service Representative

KEPRO QIO - Harrisburg, PA

September 2020 to July 2022

Interviewed and assisted beneficiaries with filing appeals for Medicare Answered appeal related questions for providers and insurance companies Maintained quality customer service and accuracy with every call Information Specialist

Halvik/Federal Communications Commission - Gettysburg, PA April 2019 to September 2020

Responsible for communicating with federal government licensees by answering incoming calls and responding to online inquiries for a licensing support hotline Registered user accounts, assisted callers with applications and educated callers by providing general information on federal rules, policies and procedures Customer Care Representative

Capital Blue - Harrisburg, PA

July 2016 to June 2018

Comprehended insurance and patient responsibilities in relation to account balances and billing to receive, resolve and direct patient inquiries

Resolved patient and internal account inquiries, both verbal and written Customer Account Executive

Comcast - Harrisburg, PA

February 2014 to July 2016

Assisted customers via inbound and outbound phone calls and utilized the arrangement of software and tools to communicate effective solutions

Maintained excellent oral and written communication skills with demonstrated ability to articulate relevant information and directions in an organized and concise manner Education

Two years in Business Administration

Pennsylvania State University - University Park, PA September 1983 to December 1986

Skills

• Microsoft Outlook

• Office Management

• Management

• Customer Service

• Communication Skills

• Financial Services

• Financial Planning

• Account Management