**[Call Center Customer Service](https://www.postjobfree.com/resume/ad2r60/call-center-customer-service-richmond-va)**

**Location:**Richmond, VA

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**Resume:**

Doris Clarke

Remote Medical Call Center Associate

Richmond, VA 23225

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+1 804 299 8188

Authorized to work in the US for any employer

Work Experience

Remote OTC Customer Service Representative

TTEC - Englewood, CO

October 2022 to January 2023

Received high-volume calls on catalog orders for medical devices products. Vitamins, and other over the counter products. Processed appropriately 200 orders a day. Provided excellent customer service to the customers.

Medicare Enrollment Specialist

Maximus Federal (Medicare) - Chester, VA

September 2019 to February 2020

Work in a high-volume call center enrolling eligible candidates into Medicare Advantage and Supplement plans.All enrollments and applications were completed over the phone and all applications submitted electronically. and managed through the CRM software and state-of-the-art phone system. Educate Medicare beneficiaries on different plans from carriers before enrollment of their choice Medicaid Enrollment Specialist

Maximus Health Services - Richmond, VA

October 2018 to March 2019

Worked efficiently in a high volume call center Assisting callers with benefits, claims, and prior authorization and transportation appointment related questions Conduct prompt and thorough research and follow-up for swift resolution of caller issues Enrolled customers into the MCO Medicaid medical plan and pharmacy plan products and transportation services.

Provide solutions to problems and determine an individualized path to resolution by keeping resources up to date and organized, providing information on community resources when appropriate Maintain confidentiality of information for all members by adhering to the privacy policies and HIPAA laws and guidelines.

Exercise judgment, initiative, and discretion in confidential and sensitive matters. Provide accurate information in a professional manner using current technology and software to document calls from members, providers and other customers in a clear and concise manner. Work collaboratively and relay information to appropriate internal and external departments and partners using approved company channels and procedures

Reservation Agent

Abdul Allamiin Transportation - Richmond, VA

July 2017 to December 2017

Worked in a call center answering incoming phone calls in a professional and courteous manner Assisting the caller that is calling for transportation reservations service repeat all information received to confirm accuracy of the appointment time and location. Record the type of transportation service information accurately on each ride request. Establishes a professional confidence level with passengers and is sensitive to passengers needs. excellent knowledge of the Scheduling System.

knowledge of policies and Procedures.

Efficiency in telephone talk time.

excellent knowledge of service area and

street directory

Creates manual trip ticket when system is

down and forward information to the dispatch dept. Marketplace Enrollment Specialist

GDIT - Chester, VA

November 2015 to December 2016

Worked in a high volume call center environment Providing Marketplace health insurance information to the customer using standard scripts and various screen to locate the information. Responding to the customer's questions in a professional and courteous manner about different marketplace health insurance plans, cost and coverage.

Collecting their financial and medication information before enrolling the customers into the marketplace health insurance plan of their choice

Switchboard Operator- PRN

Henrico Doctors' Hospital - Richmond, VA

July 2015 to December 2015

Monitor the fire panel alarms and phones where applicable, contacting the fire department and appropriate personnel when needed

answer hospital visitor questions and complaints, seeking guidance from Director of Security as appropriate.

place and process long distance and Watts Line Calls for various departments and doctors' offices. Assist patient by advising how to place local and long distance calls and assisting extensions in determining proper billing in getting outside lines. I process, forward and deliver patient mail and flowers with assistance from volunteer staff. Medical Billing Support Assistant

UHS - Midlothian, VA

March 2008 to November 2012

Process medical claims electronically through the premise billing system, Did correction on the Medicare claim account. Mail out daily EOB to the customers. Enter care Medic claims into the system. Provide clerical support to the manger and team leaders. Medical Call Center Schedule

McGuire VA Medical Center - Richmond, VA

September 2005 to December 2005

Worked in a high volume call center environment answering calls for the red clinic respond to recorded telephone messages, and transferring calls to different departments within the hospital. Scheduling medical test procedure for the doctors. Scheduling return clinical appointment. Process all call in prescription refill orders.Cross train to work at the front patient check in window. Updated the patient's demographic and insurance information into the system. Scanned patient's chart information into the EMR system. Collect the patient's co-payment for office visit. Education

High school or equivalent in General Studies ( GPA 3:0) G.W. Carver High School - Chesapeake, VA

September 1964 to June 1970

Skills

• Medicare (10+ years)

• Medicaid (10+ years)

• Patient Registration (10+ years)

• Switchboard Operator (3 years)

• Medical Scheduling (10+ years)

• Insurance Verification (10+ years)

• Medical billing

• ICD-10

• Medical office experience

• Customer service

• EMR systems

• Medical Receptionist

• HIPAA

• Computer literacy

• Front desk

• Communication skills

• Microsoft Excel

• Windows

• Typing

• Computer skills

• Filing

• Microsoft Office

• Data entry