**[Data Entry Center Agent](https://www.postjobfree.com/resume/aduasg/data-entry-center-agent-beltsville-md)**

**Location:**Beltsville, MD

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**Contact Info:**

[catyson2018@gmail.com](mailto:catyson2018%40gmail.com?subject=Data%20Entry%20Center%20Agent)

[301-640-0143](tel:+1-301-640-0143)

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**Resume:**

CANDICE HINES

Beltsville, MD 20705 301-640-0143 Catyson2018@gmail.com

Administrative Professional

Dedicated business professional with extensive experience and exceptional organizational support skills developed through experiences in a variety of administrative roles Excel in identifying and implementing improvements to existing customer service processes and procedures using organized, analytical and problem-solving skills proven to increase efficiency and client satisfaction

Demonstrated success in developing efficient filing systems, writing correspondence and emails for upper level management, assisting with management reports Offers strong knowledge of data entry tasks along with clerical acumen to maximize the efficiency of the facility

\ Key Skills

Outstanding Customer Service

Dispute Resolution

Report and Document Preparation

Data Entry & Records Maintenance

Exceptional Organizational Skills

Marketing/Communication

Exceptional Leadership Skill

Strategic Planning & Execution

Master of Time Management

Experience

ALTEON HEALTH 01/2021 - Current

Medical Billing Specialist

● Explaining customer billing.

● Processing Patient insurance information.

● Submitting Patient appeal and dispute cases.

● Closing out accounts and submitting monetary transactions by phone.

● Exercising Hipaa policies and compassion throughout the claim process.

● Performing refund requests.

● Communicating with other Departments and Team Leads at times of escalation.

● Maintaining a 100% call quality score throughout my Alteon Career.

● Processing 30-40 calls on a daily basis.

ASM RESEARCH 11/2020 - 01/2021

Customer Service Specialist I

● Worked as support in project Unemployment.

● Supported Inbound calls, emails and web transactions in regards to specific unemployment case.

● Aided in the process of unemployment web submissions.

● Created and assigned cases to State Agents

● Corrected claimant accounts, such as addresses, Emails, Employment information, Added documentation, Etc.

● Released claim dates for web submission.

● Reported system errors through Online Reporting System. MAXIMUS FEDERAL 03/2020 – 10/2020

Workforce Management Lead Specialist

● Managed/supervised over 100 representatives and daily operations for the United States Census Bureau

– U.S Department of Commerce

● Obtained Public Trust Clearance.

● Perform testing processes of WFO procedures in booth development and production environments

● Actively monitors shrinkage and shrinkage drivers in real time to determine the need for Overtime or Voluntary time off (VTO)

● Alert management of unexpected events impacting service level and determine the need for instituting emergency plans of action

● Testing to ensure functionally of systems and processes

● Work with reporting teams to make sure reports pull the correct data

● Compile and distribute Intra-day performance reports regularly

● Change skills and track any changes made to skills

● Create ad-hoc reports

● Transfer allowable report data from secure areas to non-secure areas Researching drivers for previous day’s performance in order to be back up on daily leadership calls

● Monitor call volume and staffing data.

● Produce WFM reports according to deadlines – attendance, absence, adherence, intraday and ad hoc reports.

● Ensure sufficient time is planned to support the business needs through training, individual representative development, team meetings, etc.

● Maintain the Workforce Management Systems (Calabrio) with daily exceptions.

● Ensure the accuracy and timeliness of data by working time-off, schedule change and other requests types.

● Develop strong working relationships with other groups within the organization to ensure efficient and effective problem solving and issue resolution.

● Compile and report historical trends of contact distribution, AHT, contacts per hour, agent productivity, etc.

● Communicate with management to aid in resolutions to issues affecting Contact Center personnel relating to staffing or scheduling

BRIGHTKEY, INC. 10/2019 – 03/2020

Member Services Representative

● Assist Clients with points of contact for their Licensure information

● Assist Clients with accessing online accounts

● Provided updates regarding Continuing Education Courses, Webinars and Live Conferences

● Perform Member renewals, reinstatements and new Member applications

● Received 200 - 300 calls per day

● Multitasking by Emailing, entering calls notes and answering phones in the same Capacity. FIRST CHOICE STAFFING, Silver Spring, MD 06/2019 – 09/2019 Call Center Agent/ Customer Support

● Committed to WSSC – Washington Suburban Sanitation Commision program and worked with Meter Field Representatives to ensure a steady flow in Operations.

● Assisted customers with online and over the phones payments

● Worked for Client WSSC and assisted with customer concerns

● Received Approx. 100-300 calls daily

● Assisted with Customer move requests. Restoring and stopping service

● Coincided with tech team and daily operations for various fields work

● Directed customers to departments dependent on the nature of their call. BATES TRUCKING, Bladensburg, MD 03/2017 to 10/2018 Customer Service Representative/ Administrative Support

● Generated and distributed monthly and quarterly billing.

● Participated in meetings in order to discuss advantages and disadvantages on daily operations.

● Acted as 3rd party between operations and customers in reference to questions, concerns or special requests.

● Assisted customers with online and over the phone’s payments

● Trained new employees on the flow of operations and new duties

● Conduct data entry and enrollment duties

● Assist upper management with new commercial intake in order to promote the growth of the company

● Received between 80 – 100 calls per day.

● Completed new customer sign ups and operational changes with accounts COVANCE, Gaithersburg, MD 03/2015 to 02/2017

Program Specialist

● Responsible for communicating with insurance companies to verify patient benefits

● Triage prescriptions to specialty pharmacies

● Provide free medical therapy to patients during prior authorization when the appeal process is ongoing

● Issue copay assistance to patients for therapy

● Take between 25-200 calls in a workday

● Conduct data entry and enrollment duties

● Communicate with physician offices to obtain information regarding prior authorizations and obtain additional information

GOODE COMPANIES, Inc., Waldorf, MD 01/2013 to 03/2015 Call Center Representative

● Responsible for answering multi-line phones in que while transferring calls to the appropriate staff members

● Conferred with customers by telephone about Goode services, set up, cancelled and suspended accounts

● Kept record of customer trip history, complaints, comments, as well as actions taken and document them in the system

● Referred all unresolved customer complaints to designated departments for further investigation

● Conducted investigations when there is a trip dispute by tracking down the call in recording systems

● Performed complex and advanced-level clerical tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with pay records, invoices, balance sheets, and other documents

SE PROFESSIONAL SERVICES, Forestville, MD 10/2008 to 01/2013 Executive Assistant

● Completed general administrative task, to include; filing, faxing, creating spreadsheets, answering phones, managing personnel files, sending emails on behalf of the CEO

● Advised clients by providing information on professional services

● Documented sales by creating or updating client profile records

● Attended seminars, job fairs, conventions along with or on behalf of the CEO to spread knowledge of services and gain clientele

● Monitored social media and created posts and provided feedback in order to gain clientele

● Responsible for communicating on behalf of the CEO in regard to pricing info, phone consultations and scheduling information

● Created and revised agendas, pricing sheets, memos and pamphlets using Microsoft Office Suite

● Tracked and balanced all funds and expenses for the revenue of the business for tax purposes Education

Bachelors Program: Psychology Program Starts March 2020 Regent University

Online Program

Certificate Program: Medical Billing and Coding Program Completed 2016 Bryan University

Online Program

Associate of Arts Degree in Elementary Education Program Completed 2006 High Point High School

Beltsville, MD

Technology

Operating Systems: Microsoft Windows 8

Word Processing: Microsoft Office Suite (Word,

Excel, Access), Microsoft Outlook, Microsoft

Sharepoint

Equipment: Fax, Copier, Shredder, Laminator,

etc.

Typing Speed: 65 WPM