***Yalonda Millage***

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***Objective***

*I’m seeking a position where I can expand my experience in a call center environment while utilizing my customer service skills. My desire is to increase my leadership abilities through solving problems and meeting targets.*

***Key Skills***

     *Excellent written and verbal communication skills*

     *Extremely productive in a high call volume, high stress environment*

     *Maintain professionalism to meet quality assurance goals*

     *Adhered to government regulations*

     *Performed inquiries in multiple databases*

    *Epic experience and Medical Terminology*

   *Collect on past due balances*

***Experience***

***Language Access Network/Martti*** *April 2017- November 2017*

***Customer service operator***

*Accurately route calls according to provider request for specific language support. Assist provider in proper identification of patient language/dialect. Monitors and troubleshoots call quality issues. Maintain a high degree of quality customer service while assuring all call monitor requirements were met.*

***Ohsu Dermatology*** *November 2016-April 2017*

***Patient Access Specialist***

Assist patients with scheduling appointments to see the dermatologist. Verify patient demographics Checks patients in and out. Schedules patients through phone or face to face contact, gathers and records required information about patients; confirms health insurance coverage and individual’s obligations, obtains necessary authorizations for care, schedules physician office and ancillary appointments, and assists patients in an office or practice setting. Monitor and maintain medical records for patients to be compliant with current polices, standards and procedures

***Certified Languages International*** December 2014-November 2016

**Customer service Agent**

Assisting medical facilities and other businesses with getting patients connected to language interpreters. Maintain a high a degree of quality customer service. My responsibility as a customer service agent is to listen to the customers need and follow instructions. Complete data entry on every call accurately.

**Pacific Interpreters** November 2012- November 2014

***Customer Service Representative***

Assisting medical facilities and other businesses with getting patients connected to language interpreters. Maintain a high a degree of quality customer service. My responsibility as a customer service agent is to listen to the customers need and follow instructions. Complete data entry on every call accurately.

***Active Telesource****February 2010- July 2011*

***Customer Service Representative***

*As a customer service for active telesource my responsibilities where to assist customers with account information. I informed customers of balance information, available credit and transaction information. Taking applications for new members and applying it into the computer data to obtain eligibility status. I also worked with collection department to make sure accounts stayed up to date. As a customer service representative it was also important to follow guidelines within the company and stay in compliance with bank rules and regulations.*

***Us Bank****June 2008-February 2010*

***Customer Service Representative/ Personal Banker***

*As a call center personal banker my responsibilities include processing and responding to us bank customer inquiries utilizing multiple systems to provide information on accounts, while answering every call with professionalism and accuracy. Follow all regulation policy and procedures. Assist customer with balance information, transaction history and payment allocation information. Offer additional products and services that may help the customer with their banking needs.*

***Education Madison High school/Diploma June 2003***

***Portland OR***