



HURTFRET

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Everise | Oct 2024 - Jan 2025 (3 months)

- Seasonal healthcare account; assisted members with insurance inquiries, physician lookups, appointment scheduling, claims, and ensured HIPAA compliance.

CUSTOMER SERVICE REPRESENTATIVE

Foundever | Jan 2024 - Oct 2024 (9 months)

- Supported healthcare members with product replacements, order tracking, medical information, and general inquiries; provided troubleshooting for hardware/software solutions.

TECHNICAL SUPPORT

Telus (VOIP Account) | Mar 2023 - Aug 2023 (5 months)

- Delivered VOIP account support including billing, service plans, outage resolution, and call quality troubleshooting.

CUSTOMER SERVICE REPRESENTATIVE

TTEC (Retail/Food Delivery Account) | Sept 2021 - Feb 2023 (1 year, 5 months)

- Handled customer complaints, orders, returns, and cancellations; resolved technical, billing, and service-related concerns with professionalism.

CUSTOMER SERVICE REPRESENTATIVE

GICF (E-commerce/Retail Account) | Sept 2020 - Sept 2021 (1 year)

- Performed back-office e-commerce order management, returns/refunds, fraud checks, and coordination between clients and delivery departments.

SKILLS/AREAS OF EXPERTISE

- Customer Service (Inbound & Outbound)
- Technical Support (VOIP, Billing, Service Outages)
- Email & Phone Support
- Returns & Refunds Processing
- Fraudulent Activity Checks
- Order Management & Product Replacement Handling
- Appointment Setting & Scheduling
- Lead Verification
- Cold Calling
- Escalation Handling
- Data Entry & Record Management

TECHNOLOGY

- Microsoft Office 365
- Google Workspace
- Salesforce CRM
- ServiceNow
- Avaya
- Amazon Connect
- 3CX
- Vicidial
- Dialer Tools
- Skype
- Slack
- WhatsApp

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