



ESTER

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Client Support (Phone, Email, Chat)
- Technical Support & Troubleshooting
- Account & Compliance Support
- Appointment Setting & Scheduling
- Billing & Fraud Support
- Case Management & Documentation
- Issue Resolution & Escalation Handling
- CRM & Support Operations

TOOLS

- HubSpot
- Avaya
- Microsoft Office

Customer-focused Customer Service Specialist with 4+ years of experience delivering exceptional support across billing, fraud resolution, collections, and supplier compliance operations. Proven track record of resolving complex customer concerns, maintaining high satisfaction across phone, email, and chat channels, and earning promotions into Subject Matter Expert and leadership training roles through strong performance and process expertise. Brings strong expertise in customer relationship management, problem-solving, and cross-functional collaboration, helping organizations improve service quality, streamline support operations, and enhance customer retention.

WORK EXPERIENCE

SP SUPPORT SPECIALIST (AVETTA SYSTEM)

CS Modern Workforce

- Provides supplier support for the Avetta platform, handles insurance verification and compliance documentation, coordinates appointments, resolves account issues, and delivers customer support through phone, email, and chat using Salesforce and Microsoft tools.

COLLECTION REPRESENTATIVE/SUBJECT MATTER EXPERT

Synchrony Global Services | 2022 – 2024 (2 Years)

- Managed inbound and outbound collections calls, negotiated payment arrangements, maintained compliance standards, documented account activity, and supported team escalations and process guidance as an SME.

3RD PARTY BILLING & FRAUD SUPPORT SPECIALIST

FIS Global Solutions | 2020 – 2022

- Assisted customers with billing and fraud concerns for telecom accounts, investigated suspicious transactions, processed payments, ensured compliance with data privacy standards, and participated in supervisor training activities.

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