

Bethany Campbell

Account Manager/Dispatcher

Pawtucket, RI 02860

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Solution oriented individual with great integrity and high standards for efficiency, accuracy, speed and consistency. Extremely tech savvy with expert knowledge of all Microsoft programs and proficient in the Spanish language. An enthusiastic, quick learner, with strong, oral, and written communication skills which work well in my endeavor to ensure excellent service and professionalism.

Authorized to work in the US for any employer

Work Experience

AAA Dispatcher

AAA Northeast - Providence, RI

June 2022 to Present

Assign, and monitor calls from inception to successful completion via Salesforce and other online platforms to AAA Fleet and the affiliated, Independent Service Providers, while being able to maintain multiple two-way radios and toggle between different versions of live maps screens, and dashboards of up to 100+ live calls, simultaneously and efficiently.

Answered 3- channel, in-bound calls, from drivers, facility dispatchers, members and local or state police via online (soft) phone or standard desk (hard) phone while making outbound calls and answering secondary in-house line for questions or updates from call receivers, other dispatchers or other AAA departments and/or employees.

Connect with each member waiting for roadside service, individually, keeping the member informed of any, and all ongoing delays, and updates in service.

Tasked with the training and development of my peers from their date of hire to being a competent, sufficient dispatcher/team member, working full, independent shifts, with the aforementioned tasks, on the previously listed platforms.

Supervising Agent

American Income Life - Riverside, RI

May 2021 to January 2022

- Executed all major and basic Administrative tasks
- Performed a needs analysis with each family to advise clients of best plans for their future security
- Attended meetings, seminars, and ongoing trainings, regarding new products, services; constantly sharpening skills
- Calculated premiums and collected payments
- Devised, analyzed, and explained detailed policies and programs to policyholders
- Developed marketing strategies to keep up with competitors
- Led a team of new agents, while directly responsible for each individual's training and success

Account Manager

Case Snow Management

July 2020 to January 2021

- Use of Google Earth Pro for plotting and measuring of sites for bidding and negotiating.
- Gathered and transferred insurance and contractual documents, by faxing, scanning and electronically filing, accordingly.
- Frequent and Consistent phone and email management for prompt and effective communication.
- Assumed responsibility of a region that consisted of approximately 3000 sites and the all the inclusive management of correspondence and performance of the vendor-contractors that were assigned to, said, sites.
- Generated leads through sourcing efforts to grow and develop by strategic networking.

Team Lead/Account Manager

Kellermeyer Bergensons Services, LLC - Pawtucket, RI

July 2018 to June 2020

TEAM LEAD

- Exercised my leadership skills by taking point of a team consisting of 25 individuals, 24 of them being new hire CSRs, training them hands-on, while closely monitoring and auditing their progress.
- Performed bi-weekly and yearly evaluations to subordinate employees, providing constructive criticism and positive feedback to strengthen employee's career paths, reviewing KPI's and any areas of required growth and development.
- Developed relationships with clients and customers by delivering prompt, responsive, communication via email, phone, meetings and/or conferences when necessary.
- Held and lead weekly, team building, meetings to discuss lessons learned, goals and achievements.

(*All additional tasks listed below, in the prior role's job description, were also part of this role's overall routine workflow.*)

ACCOUNT MANAGER

- Discovered and resolved multiple internal processing errors resulting in successfully reimbursing delinquent payments to Vendor-contractors, by conducting frequent audits.
- Assumed responsibility of a region that consisted of approximately 100 sites and the management of correspondence and performance of the Vendor-Contractors that were assigned to, said, sites.
- Quickly digested, and eventually trained all other hires, how to gather and transfer insurance and contractual documents, by faxing, scanning and electronically filing, accordingly.
- Frequent and consistent, phone and email management for responsive, prompt effective communication with both vendors and clients.
- Generated leads through sourcing efforts to help grow and develop by strategic networking.

Dispatcher

Tunstall Corporation

December 2016 to July 2018

- Collected highly sensitive and confidential, personal information through active listening in order to record, document and deliver, prompt and accurate messages to physicians both verbally, via email, and via SMS, in a timely manner.
- Answered and transferred up to hundreds of calls per day while controlling a multiple line system simultaneously in a fast-paced medical terminology focused environment.
- Proofread and edited all other operators' messages to ensure accuracy prior to final delivery.

- Delivered vital information to intended medical professionals and facilities, which mostly occurred during high pressure situations, while maintaining an overall goal to keep hold time averages under 30 seconds.
- Completed all above listed duties as part of a very intimate small, carefully selected, professional group for the other internal, partnering departments for companies such as Cancer Treatment Centers of America and Ripple(TM).
- Established and created training programs to enhance employee's knowledge of Standard Operating Procedures, with the goal of improving customer satisfaction.

Education

GED

Community College of RI

Skills

- Clerical
- Computer Literacy
- Problem Solving
- Negotiation
- Customer Satisfaction
- Customer Relationship Management (CRM)
- Project Management Bethany Campbell -
- Account Management
- Sourcing
- Salesforce (5 years)
- Critical Thinking
- Problem Solving
- Microsoft SharePoint
- Process Improvement
- Management
- Microsoft Excel
- Supervising experience
- Front desk
- Management (10+ years)
- HIPAA
- Typing
- Management
- Customer service
- Microsoft Office
- Insurance Sales
- Epic (1 year)

- NetSuite (6 years)
- EMR systems
- Oracle (1 year)
- ERP systems (6 years)
- Bartending
- Conflict management
- Cash handling (10+ years)
- Cash management (10+ years)
- Customer support
- Food and beverage (7 years)
- Restaurant management (7 years)
- Communication skills
- Office experience
- Google Docs
- Customer relationship management
- Microsoft Word
- QuickBooks
- Developmental disabilities experience
- Databases
- Restaurant experience (10+ years)
- General ledger accounting

Links

<http://linkedin.com/in/bethany-campbell-b8936320b>

Certifications and Licenses

RI Life Insurance Producer License

May 2021 to May 2023