| TaShaya Ross  Self-driven customer service professional with 6 years of experience working in a variety of call centers. Strong verbal and written communication skills. Passionate about building lasting, network relationships. | Cleveland, Ohio 44101  **(267) 428-9985**  **Rosstashaya@gmail.com** |
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| EXPERIENCESalus University, Philadelphia — *Patient Service Representative* 2019-2021 Answered customer telephone calls promptly to enter data and schedule appointments.  Answered over 70 calls per day to meet fast-paced call center demands.  Scanned documents and saved in database to keep records of essential organizational information.  Entered client information into databases quickly and with minimal errors.  Insurance entry and Verification  Front desk Check in/out Penn Medicine , Philadelphia — *Patient Service Representative* 2018-2020 Answered up to 80 incoming calls in busy, fast-paced global call center.  Maintained strong knowledge of basic medical terminology to better assist in scheduling  Adhered to company policies and scripts to consistently achieve call-time and quality standards. Harbor view Rehab & Nursing, Lansdale — *Receptionist Administrator* 2017-2019 Directed incoming calls to internal personnel and departments, routing to best-qualified department.  Greeted customers and visitors in-person and via telephone calls.  Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers.  Sorted, received and distributed mail correspondence between departments and personnel.  Monitored and screened visitors to verify accessibility to inter-office personnel. EDUCATIONStrayer University— *Business Health Administration* 2017-2023North Penn High School, — *Diploma* | SKILLS HIPAA Compliance  Insurance Knowledge  Customer Service  Time Management  Computer skillsLeadership  EMR : NextGen & EPIC |