

Davion Green

Lawrenceville, GA 30044

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Alight Solutions-Lawrenceville, GA

May 2024 to February 2025

Remote position Handling a high volume of inbound calls from clients' employees to answer questions, provide education, and solve complex HR and financial issues related to their health care benefits, 401k savings and retirement plans, leaves of absence, payroll, etc.

Processing transactions such as health enrollments, tax and direct deposit updates, 401k withdrawals or contributions, and retirement elections. This may include additional research and ongoing casework.

Initiating outbound calls to update customers on pending cases or other topics.

Leveraging my computer navigation skills to navigate a robust set of tools/systems - toggle between multiple screens, systems, and applications to provide answers and support while also managing a live interaction with the customer. This may include assisting the caller in navigating the system as well.

Communicating with third parties to research and assist customers with updates or inquiries.

Customer Service Representative

Cady studios-Alpharetta, GA

September 2023 to April 2024

first point of contact for clients, providing exceptional customer service and support over the phone handling incoming calls, scheduling appointments, answering inquiries, and assisting with various administrative tasks to ensure the smooth operation of services

Answer incoming calls promptly and professionally, addressing client inquiries and providing information

Schedule appointments and cancel appointments (school photos, events , bookings)

Maintain accurate records of client interactions and transactions using database system

Utilize phone etiquette to ensure positive customer experiences during all interactions

Assist in outbound calling campaigns for appointment reminders or follow-ups

Upholding a high level of customer service to build and maintain client relationships

Perform data entry tasks accurately to update client information and appointment details

Receptionist

TechniPower, Inc.-Roswell, GA

February 2023 to August 2023

Answers and responds to all calls in a professional manner. Takes accurate messages, ensures that messages are delivered to appropriate person. Verify eligibility and checks in patients and collects co-pays/deductibles. Schedules and confirms patient appointments.Ensures the completeness of documents/records by providing follow up on all requests and reports not received within specified time frames

Insurance Administrator

Concentrix-Lawrenceville, GA

January 2021 to February 2023

Promoted internally to the insurance services department working to key in customer insurance payments to our CX data system.

Filtered incoming payments from various insurance companies matching to the correct patient account.

Verified the amount paid versus what our client billed for, and services invoiced.

Entered exceptions report for any payments not matching or unfindable in the system and returned those exceptions to the correct companies.

Enrollment Specialist

Concentrix-Lawrenceville, GA

February 2019 to January 2021

Entered member information including initial enrollment, changes, additions, and deletions on all groups. Created accurate and timely documentation of all changes or inquiries made to a member's account information.

Requested and assigned PCP's to members who have not chosen one.

Processed provider changes as requested.

Performed eligibility verification on members.

Maintained a follow-up file where additional information has been requested by members.

Maintained membership reporting requirements on all member groups and provider groups.

Office Administrator

Dogwood Tutoring & test prep-Lawrenceville, GA

September 2017 to January 2019

Handle manual and computer-based records, maintaining privacy at all times

Help owner with scheduling of tutoring sessions

Communicate effectively with parents and students, whether in person, on the phone or in writing

Proctor practice tests and score them promptly

Use Excel, Word, email and scheduling software

Skillfully balance multiple responsibilities, including call management, document scanning, and involvement in general office tasks.

Mail Machine Operator (lead)

Pinnacle Data Systems-Suwanee, GA

July 2014 to September 2017

Set up and run inserting and inkjet mail equipment.

Maintain and identify repairs of equipment.

Read postal statements and sort mail accordingly.

troubleshooting machines.

Adjusts feed guides, gauges and rollers, using hand tools.

Install printing plates, cylinders, and rollers on machine, using hand tools and gauges.

Schedule and produce printing, folding, and inserting jobs in efficient, quality, and timely manner meeting deadlines.

Sort and route incoming mail and collecting outgoing mail, sealing, or opening envelopes by hand or using machines and weighing packaging

Production Worker

J & J Staffing Resources-Norcross, GA

January 2014 to July 2014

I Prepared products for shipment by packing items into boxes or containers

Verify that all items are packed safely and securely

Label boxes and containers with the correct shipping information

Work efficiently to meet productivity goals and deadlines

Follow all company policies and procedures I Performed continuous inspections of product both visual as well as through the use of calipers and appropriate measuring devices. Ensure all production meets the quality standards set forth and is properly documented throughout the shift

Education

Associate's degree in Business

Georgia Gwinnett College - Gwinnett County, GA

February 2015 to June 2017

Skills

- Computer science (2 years)
- Accounting software
- Picker Packer
- Microsoft word (2 years)
- Leadership
- Marketing
- Organizational Skills
- General Labor
- Customer service
- Sales
- Shipping Receiving
- Management (2 years)
- Teaching (1 year)
- Accounts payable
- Training & development
- Unloading
- Wine knowledge
- Computer Hardware (2 years)
- English
- Child Care
- CPR
- CRM software
- Order Picker
- Medical office experience
- Toddler Care
- Microsoft Excel
- Childhood Development (1 year)

- Forklift
- Microsoft Office
- Software troubleshooting
- Wine sales
- training
- Loading
- Front desk
- Accounting
- Cash handling
- RF Scanner
- Computer Networking
- Order Puller
- Cleaning, maintenance (1 year)
- Hospitality
- Google Docs
- Childcare (1 year)
- Shipping
- Reach Truck
- Warehouse Associate
- POS

Certifications and Licenses

Forklift Certified

February 2016 to Present

Certified on forklift

Child Development Associate Certification

forklift certification

Certified Forklift Operator

First Aid Certification

Certified Payroll Professional

Fundamental Payroll Certification

Pallet Jack Certification