

Fasender Joseph

Customer specialiste

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Dynamic Customer Service Specialist with 7years of experience providing top-tier support in diverse industries. Expertise in handling customer inquiries, resolving issues promptly, and ensuring client satisfaction through effective communication and problem-solving skills. Proficient in utilizing CRM software and maintaining a high level of accuracy in data entry and order processing. Known for delivering exceptional service, fostering positive relationships, and driving customer loyalty.

UnitedHealth Group- customer service representative

Jacksonville-FL 09/2017- 02/2024

- Respond to customer inquiries via phone, email, or chat regarding billing issues and payment options.
- Investigate and resolve billing discrepancies and disputes in a timely manner.
- Educate customers on billing processes, payment methods, and insurance coverage details.
- Process payments accurately and update customer records as needed.
- Collaborate with other departments to escalate and resolve complex billing issues.
- Maintain a high level of professionalism and empathy while interacting with customers.
- Offer guidance and support to customers regarding financial obligations, payment plans, and available assistance programs to help them manage healthcare costs effectively.
- Address and resolve customer complaints related to billing errors or misunderstandings with empathy and professionalism, ensuring customer satisfaction and retention.
- Collaborate with internal teams such as billing, collections, and finance to streamline processes, improve billing accuracy, and implement best practices for customer service excellence.

Chewy – Sales customer service

Jacksonville, fl 3/2015 – 5/2017

- Engage with customers via phone, email, and chat to provide personalized assistance and sales support.
- Educate customers on Chewy's products, promotions, and policies to drive sales and enhance customer satisfaction.
- Recommend products based on customer needs and preferences, effectively upselling and cross-selling to maximize sales opportunities.
- Process customer orders accurately and efficiently, ensuring timely delivery and resolution of any issues.
- Handle customer inquiries and complaints professionally and empathetically, striving to exceed customer expectations with every interaction.
- Collaborate with team members and other departments to resolve complex issues and improve overall customer experience.
- Maintain a positive and customer-focused attitude while adhering to company policies and procedures.

Education

Associate of Arts: Education Administration, 01/2013 Kansas
City Art Institute - Kansas City, MO
GED: 01/2009
North Georgia College & State University - Dahlonega

Skills

Communication Skills
Technical Proficiency
Problem-Solving Abilities
Time Management
Adaptability
Customer Focus
Attention to Detail
Team Collaboration
Self-Motivation
Cultural Sensitivity

Languages

English

Software

Salesforce
Five9
Microsoft Teams
ViciDial
Voip
VmWare
Ice Contact Center
CallShaper
Zendesk
Ring Central