

# Jeremiah Rogers

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## Professional Summary

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Customer service professional with over 10 years of experience delivering high-quality solutions in fast-paced environments. Skilled in technical troubleshooting, call center leadership, and process improvement. Proficient in Microsoft Office, CRM tools, and AI-driven systems to enhance efficiency and customer satisfaction. Dedicated to driving measurable results and fostering positive customer experiences.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### Activation Technician II

Lumen Technologies / CenturyLink-Remote

November 2023 to November 2024

- Activated and provisioned voice, data, and internet services, reducing setup times by 20%.
- Troubleshot technical issues efficiently, ensuring seamless service delivery.
- Partnered with teams to streamline operations and improve customer satisfaction.

### Claims Representative

UnitedHealthcare-Remote

September 2022 to July 2023

- Processed high-volume claims with 100% accuracy and compliance.
- Introduced AI-based process improvements that boosted productivity by 30%.
- Used Microsoft Teams to share feedback and collaborate with peers.

### Associate Director

House of Peace Food & Nutrition-Vicksburg, MS

March 2020 to April 2022

- Managed logistics for weekly distribution to 200+ families during COVID-19.
- Improved workflows to meet rising demand efficiently.
- Recognized for outstanding leadership with the COVID Warrior Award.

### Customer Retention & Tech Specialist

Comcast Cable and Xfinity Internet-Remote

August 2020 to November 2021

- Handled retention and sales calls using NICE software during training.
- Troubleshot Xfinity devices, including internet, TV, streaming, security, and mobile.
- Resolved issues quickly, reducing average call times by 15%.

## **Physician Scheduler II**

University of Mississippi Medical Center-Jackson, MS  
March 2019 to September 2019

- Scheduled high-priority pediatric appointments using Epic software.
- Coordinated with insurers, families, and legal entities for complex cases.
- Assisted in project tasks to optimize scheduling processes.

## **Customer Service Representative I**

Conduent State & Local Solutions Inc-Ridgeland, MS  
August 2018 to February 2019

- Resolved secure card transactions with exceptional accuracy.
- Investigated fraud cases, maintaining compliance and trust.
- Exceeded first-call resolution targets using CRM tools.

## **Office Assistant**

Hinds Community College-Jackson, MS  
October 2015 to May 2018

- Supported office operations, ensuring accuracy in scheduling and documentation.
- Maintained confidentiality while managing sensitive information.

## Education

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### **Associate in Computer Servicing Technology**

Hinds Community College - Jackson, MS  
August 2013 to December 2016

## Skills

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- AI Tools (SOPHIA)
- Technical Troubleshooting
- High-Volume Call Handling (10+ years)
- CRM Tools (Epic, NICE)
- Customer Experience Leadership (10+ years)
- Microsoft Office Suite (Word, Excel, Outlook)
- Process Optimization
- Team Development and Training

## Certifications and Licenses

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### **Driver's License**

## Additional Information

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### Awards & Achievements

- COVID Warrior Award: Honored for outstanding service and leadership during the pandemic.
- Bright Ideas Initiative: Creator of a winning innovation adopted by UnitedHealthcare's strategic operations.
- Top Performer Recognition: Consistently acknowledged for excellence in technical support and customer retention.