# Sheree Richardson

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**Objective:** To obtain a challenging position within a company that will allow me to use my skills and talents.

# Skills:

* Over 15 years’ experience providing excellent and effective customer service
* Excellent at providing one call resolution in high-volume call center
* Versatile sales experience, self-motivated & persuasive speaking skills
* Proficient in Microsoft Office Suite including Outlook, Word, Excel & PowerPoint
* Experienced using technical applications such as Cisco, VPN, & VMware
* Excellent at troubleshooting technical issues
* Ability to Install, Uninstall, & Update Applications
* Overachiever, Fast learner & Strong People Skills
* Excellent at meeting company Metrics and quotas
* Experienced working in office or remote setting
* Ability to approach problems logically and rationally
* Well-versed in scheduling Clinicians appointments
* Experienced in retrieving patients medical/ billing charts
* Able to relate to various levels of management
* Proficient Computer Skills, Data Entry, and Accountant Experience
* Certified HIPAA Professional (CHP)

# Work History:

**Ciox Health-** Alpharetta, GA

**Senior Client Service Rep,** 04/2016 – 01/2025

* Complete release of information requests including retrieving patient’s medical and billing records.
* Handled customer questions, complaints, and billing inquiries
* Handled incoming requests for information and responded to requests by opening mail, assisting walk-ins and telephone inquiries, and retrieving facsimile inquiries in a timely manner.
* Answer inbound/outbound calls & prepare new patient charts, gathering documents and information from paper sources and/or electronic health records.

**Amazon -** Remote

**Seasonal Customer Service Rep,** 03/2015 - 4/2016

* Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
* Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed and ensuring one call resolution.
* Utilizing software, databases, scripts, and tools appropriately.
* Making sales or recommendations for products or services that may better suit client needs.

**Peak Health Solutions** – Atlanta, GA

**Member of Outreach,** 12/2011 - 02/2015

* Contact members to schedule an in-home health wellness evaluation.
* Clarity the appointment process for the clinician to visit members’ homes for the in-home wellness evaluations.
* Process & Input data information in Peak’s database
* Answer general questions for clients, client’s members and management.

**Think Direct Marketing**– Remote

**Subscription Representative,** 10/2010 - 12/2011

* Selling magazine subscriptions to customers & then backing up those sales with top-quality service.
* Offer clients the opportunity to purchase over 200 magazines titles at reduced rates
* Developing processes and strategies to increase revenue.
* Offered alternative solutions where appropriate with the objective of retaining customer's business
* Uncovering client needs and recommending appropriate products or services.

**Alorica Telemarketing** – Marietta, GA

**Benefits Enrollment Sales Agent**, 06/2007 - 09/2010

* Handled customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism and Resolve customer issues with one call resolution
* Offered alternative solutions where appropriate with the objective of retaining customer's business
* Making sales or recommendations for products or services that may better suit client needs.
* Communicated with customers using web-based tools and demonstrate the associated proficiency in typing and grammar
* Makes financial decisions to protect/collect revenues and adjusts customer accounts.

# Education:

## Morrow High School- Morrow, GA

HS Diploma

## Gordon College- Barnesville, GA

AS Nursing