Sheree Richardson

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**Professional Summary**

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

**Skills**

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| * Over 12 years' providing excellent customer service | * Microsoft Office expertise | * Versatile sales experience |
| * Excellent at providing one call resolution | * Experienced in a high volume call center | * Maintain a very rapid pace of work and can multitask |
| * Excellent at meeting company goals and quotas | * Problem-solving abilities | * Proficient Computer Skills & Data Entry |

**Experience**

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| Senior Client Representative  Ciox Health, Alpharetta, GA | April 2016 - November 2024 |

* 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.

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| Seasonal CSR  Amazon, Work From Home | March 2015 - April 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.

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| Customer Service Rep  Peak Health Solutions, Atlanta, GA | January 2013 - February 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.

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| Subscription Sales Rep  Think Direct Marketing, Work From Home | October 2010 - December 2012 |

* 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.

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| Enrollment Sales Agent  Alorica Telemarketing, Marietta, GA | June 2007 - September 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**

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| Gordon College, Barnesville, GA | May 2010 |

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| Morrow High School, Morrow, GA | May 2007 |