

**Hilary Christopher**  
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PROFILE: I am very committed, organized, and dutiful, from a healthcare background, and willing to function in the areas of Customer Care Representative/Data Entry/Associate/team member roles.

I would love to become part of your organizational team, share my skills, and develop new ones while supporting your mission and vision.

I have learned about effective communication, customer service, compassion, and team support in helping people fulfill their needs. Utilized mathematical calculation and other measurement functions in the delivery of care.

I am usually optimistic, receptive to new ideas, willing to learn, and continually strive for improvement.

**Knowledge, Skills, and Abilities:**

- Exceptional Customer Experience – Adaptable, friendly personality, confident dealing with customers.
- Teamwork- Participates as a team member and establishes strong working relationships with teammates and across the organization
- Problem-Solving Skills, using the process guidelines.
- Active listening skills to understand and take action to meet customer needs.
- Time management skills can plan and organize tasks in a logical order, establish priorities systematically, and differentiate between urgent, important, and unimportant tasks.
- Proactive- Keep others informed. Requesting team support when needed brings service challenges to the supervisor.
- Drive for Results – Experience in customer service working with healthcare organizations and striving for improving the delivery of services with a commitment to continuous improvement.
- Focus on Efficiency – Utilizes technology, innovation, and research to improve efficiency and effectiveness.
- Celebrates Change- Receptive to new ideas and respond to changes with flexibility and optimism.
- Continues Learning and Improvement- Acknowledges own strengths and weaknesses, and strives to develop and strengthen capabilities.
- Computer literate - intermediate in using Word, Excel, PowerPoint, and some data entry experience.

## **EXPERIENCE:**

### **Linden Hospital Complex and Charles Roza School of Nursing, Guyana, South America**

- Promote Effective Communication among all stakeholders both internal and external at all levels
- Answering telephone calls
- Monitored response time to customer complaints, ensuring that feedback is given to the customer in a timely manner
- Apply Conflict resolution strategies to improve Interpersonal Relationships and foster team building.
- Identified customer needs using probing techniques
- Preparing & Sending Invoices
- Submit and reconcile expense reports
- Performed data entry duties including detailed spreadsheets.
- Recorded details of customer complaints using the company's prescribed customer service software, escalating them to the appropriate department
- Liaise with executive and senior administrative assistants to handle requests and queries from senior managers
- Responding to correspondences from management and other stakeholders in a timely manner
- Performs any other job-related duties as assigned by Supervisor(s)

## **EDUCATION:**

- **CCMA** • 08/07/2022 • **Access Institute** • **New York** • Earned a Certified Medical Administrative Assistant (CCMA)
- **GED** • 05/23/2022 • **Queens Library- Rochdale Village Adult Learning Center** (Rochdale ALC) • **New York** •