

CAROLINE ROBERTS

Raleigh, NC 27603 | carolineroberts.raleigh@gmail.com | (980) 505 9346
carolinesresume.com

PROFESSIONAL SUMMARY

Motivated self-starter with excellent time management abilities seeking to leverage my skills in processing and communication. Proven track record in providing top-notch support to customers. Maintains high level of professionalism, patience, and efficiency while possessing a strong work ethic at all levels.

PROFESSIONAL EXPERIENCE

JOHNSON HYUNDAI — Cary, NC 2022 - 2023

- Create a welcoming environment for customers while delivering exceptional service through promptly addressing inquiries and guiding them to the relevant departments
- Effectively oversee a high-volume phone system, efficiently managing multiple incoming calls and ensuring their seamless transfer to the respective staff members
- Assist in administrative tasks, including data entry, filing, and organizing documents
- Scheduling appointments for customers and coordinated with sales and service departments
- Maintain 100% confidentiality with sensitive information, financial data, and records
- Handle incoming and outgoing mail, emails, and phone calls, ensuring prompt and professional responses
- Assist with onboarding, technology set up, and training for new employees
- Manage inventory of office supplies and placed orders when necessary

GAINWELL HMS — Remote, NC 2021 - 2022, Quality Auditor

- Reviewed complex audit reports to ensure documents were in line with the quality criteria
- Coordinated with other departments, requesting and releasing information with excellent attention to detail
- Strong knowledge of complex healthcare documents, practices and procedures
- Recommended underwriting changes, within authority, on audits to meet vendor standards
- Provided guidance and trained colleagues and provided oversight to junior level auditors

NAVIENT — Remote, NC 2021, Customer Service Representative

- Processed over 250 calls daily using call management system and web communications
- Answered inquires by effectively researching, locating, and relaying information to customers
- Documented escalations, time critical issues, and maintained sensitive records

SKILLS AND TECHNOLOGIES

- Skills: calendaring, strategic planning, office administration, document reporting, travel arrangements, social media, friendly phone voice
- Technologies: Microsoft and Google Suite, Calendly, Acrobat, Teams, Twilio