



# JUANITA ROBINSON

Nitalovesheels@gmail.com | 601-942-6030

## Summary

---

Customer Service professional combines energy and empathy with a solid history of achievement in Quality control and processing data. Areas of expertise include communication, problem-solving, and analyzing data.

## Skills

---

- Independent decision making
- Microsoft Office Word
- Microsoft Excel
- Fast Typing Skills
- Proficient written and oral
- Communication tools (i.e., Slack, Teams, Emails)
- Data/Business Analytics
- Computer Literacy
- Data Collection

## Experience

---

Adecco (Metlife)

**Customer Support Representative**

06/2021 - Current

- Submitted and accurately processed insurance claims with related medical code verifications and assessments.
- Received scores of 100% for quality for over 95% of calls
- Scored over %90 on how efficiently internal and external issues were resolved
- Entered customer interaction details in sales system to track requests, document problems and record solutions offered
- Used EPIC medical record software every day and developed advanced skills.
- Input details about patient histories, physical examinations, medications and other information into physical or electronic charts.
- Sought clarification from physicians and other hospital personnel for answers to needed coding interpretations prior to abstracting records.

Koch Foods

**Quality Assurance Technician**

08/2017 - 06/2021

- Provided regular updates to team leadership on quality metrics, communicating consistency problems or production deficiencies with quality and production leadership
- Documented findings and entered into the computer for tracking
- Analyzed technical drawings and manufacturers' instructions to troubleshoot problems in functional and control systems
- Kept inspection journals and daily summary logs as required
- Developed monthly, end-of-quarter and other statistical reports, including analysis for leadership team and for quality improvement program outcomes studies.

Walmart

**Customer Service Associate**

07/2015 - 07/2016

- Demonstrated items to customers and created customer awareness, interest and sales
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution
- Supported customer service goals and enhanced relations through friendly,

knowledgeable and positive communication.

- Answered constant flow of customer calls with minimal wait times
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes
- Conduct a high volume of outreach to a large customer pool (about 400-500 customers) via phone (30-40 calls/day) and email

## Education and Training

---

Brandon High School

**Diploma**

*05/2015*