

CHANTIA STEWART

EXPERIENCE

Customer Service Representative

Liberty Mutual Insurance | Phoenix, AZ | May 2023 - Current

- Answered customer inquiries and provided accurate information regarding products and services
- Provided excellent customer service to resolve customer complaints in a timely manner
- Maintained detailed records of customer interactions, transactions and comments for future reference
- Performed administrative tasks such as filing paperwork, updating databases and generating reports
- Resolved complex problems by working with other departments to provide solutions that meet customer needs
- Developed strong relationships with customers by providing personalized assistance and support

Customer Support Representative

Grainger | Tempe, AZ | September 2022 - May 2023

- Took inbound calls Assisting existing as well as new customers with placing orders for Grainger items
- Spoke with customers about their concerns about products or services in order to resolve issues and increase sales
- Kept accurate and current customer account data with manual form processing and digital information updates
- Built and nurtured strong relationships with customers in order to foster loyalty and increase customer satisfaction ratings.

Patient Support Representative/Claims

Humana | Phoenix, AZ | July 2019 - September 2022

- Assisted with refilling medications
- Assisted members with insurance claims for medication coverage by breaking down coverage plan
- Processed insurance with scripts
- Requested prescriptions from Drs office
- Placed over the counter pharmacy orders with member
- Boosted customer service satisfaction ratings through consistent quality control
- Learned and maintained in-depth understanding of product information provided knowledgeable responses to diverse questions
- Processed debit and credit card and electronic check payments.

Shift Leader/Manager

Walgreens | Glendale, AZ | July 2017 - July 2019

- Operated the safe
- Operated the store overnight
- Counted safe and registers for cashiers coming onto night shift
- Made money drops for cashier and pharmacy

CONTACT

📞 928-258-2688

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📍 Tolleson, AZ 85353

SKILLS

- Cash Handling (2 years)
- Microsoft Word (6 years)
- Retail Sales (2 years)
- Outstanding Communication Skills (6 years)
- Typing 45 WPM (6 years)
- Claims (4 years)
- Data Collection (6 years)
- Professional Telephone Demeanor (6 years)
- Call Management (6 years)
- Inbound and Outbound Calling (6 years)
- Data Entry (6 years)
- Customer Needs Assessment (6 years)
- Complaint Resolution (6 years)
- Shift Management
- Databases
- CRM Software
- Negotiation
- Account Management

EDUCATION AND TRAINING

College in Criminal Justice

Phoenix Community College, Phoenix, AZ

October 2013


High school diploma

Westwood High School, Mesa, AZ

May 2011

CERTIFICATIONS

Licensed Esthetician (01/2018 - Present)

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- Assisted pharmacy with any questions or concerns
 - In charge of voiding and/or approving transactions for cashier and pharmacy.

Payment Processor

PayPal | Chandler, AZ | May 2015 - July 2017

- Senior agent handling escalated calls from front line reps concerning PayPal credit accounts
- Completed daily documents
- Made reports on customer accounts
- Wrote out invoices with accuracy
- Increased client loyalty and satisfaction with prompt, thorough and timely resolutions
- Reviewed account documentation for accounts
- Notified vendors about account changes.