



KAMELIA CHRISTIE

VIRTUAL ASSOCIATE



I am a Virtual Associate with over 13 years of professional experience working in several business sectors. I maintain a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

SPECIALIZATIONS

- Customer Service
- Email Support Specialist
- Customer Success Management
- Organization Optimization

WORK EXPERIENCE

Customer Service Specialist

2007 TO 2021

- Customer Service Agent in a high volume call center responding to customer queries in a timely and accurate manner
- Assisted customers with the placement of orders, refunds, or exchanges and handling pricing questions and complaints
- Provided support to company customers via email while developing customer relationships, solving customer issues, and promoting products and services
- Provided accurate insurance verification of benefits, claims status, and prior authorizations in response to customer inquiries and communicate regularly with insurance carriers to pursue claim collections and overturn denials

EDUCATION BACKGROUND

ANCHOVY HIGH SCHOOL- CLASS OF 2004

**Elected Class Student Council President
1999-2004**

GRADUATED WITH HIGH SCHOOL DIPLOMA