

MELLE G. BENNETT
SENIOR CUSTOMER CARE
ADVISOR

SKILLS & ABILITIES

Team leader, Love Fashion and Design;
 Sketching and Painting; Personnel
 services; School Teacher; Innovator,
 empathy, caring and bold problem solver;
 effortless sincerity with all customers;
 work with a diverse population
 connecting myself to my customer;
 Networking cultural communities through
 chat, voice, email; telephone or virtual;
 Self-starter, Multi-tasker, Motivator,
 Detail Oriented, Exceptional Customer
 Service Skills, Active Listener; and
 Artisan. Promote enthusiasm to aid
 students in building *noble characters*.

VITALS

128 Maison Place NW
 Atlanta GA. 30327
Telephone (404) 895-9798
Email: bmelle229@gmail.com

SOCIAL MEDIA:

www.linkedin.com/in/melle-bennett-258350229

**MERIT AWARDS: Georgia State
 University**

Presidents List 2021

Presidents List 2020

NEXREP LLC MARKETPLACE WORK- AT- HOME CLIENT SUPPORT-CUSTOMER SERVICE AGENT- ONTEL CAMPAIGN

5/2023 –7/2023

Inbound and outbound calls from clients to help, support, advise, and guidance using expert customer skills with sincerity and empathy as our main goal for client satisfaction. Provide clients with a one-step resolution and close. Educate client on Ontel products. Place new orders, replacement orders, specific products customer ordered online. Shipping orders, track and offer perks for customer satisfaction. Process refunds or escalate if needed.

NEXREP LLC MARKETPLACE-WORK-AT-HOME-CUSTOMER CARE AGENT- PRICELINE PLATFORM

7/2022-3/2023

Inbound calls resolve customers' concerns i.e., rebooking of flights, hotels, rental cars, or cruises. Ability to navigate through multiple computer systems. Including outbound calls to various sites to resolve the issues. Ability to navigate through many different computer systems to provide resolutions, which include transferring calls to the proper flight support, hotel sales, flight sales, escalations, language line, Spanish line, and many others. Provide Tier 1 & Tier 2 support, customer care, customer escalation support, white glove customer care, travel booking support, and transactional services.

TELETECH -INTUIT TAX SERVICE - WORK-AT-HOME- CUSTOMER SERVICE REPRESENTATIVE

11/2013 – 5/2014

While receiving heavy inbound call volume, I have provided information to customers while working on the Intuit program regarding the status of the tax process. Providing the most accurate information on amending tax returns using the *Intuit software*. Instructed customers and presented excellent customer service, giving step-by-step instructions on how to fix your tax returns and do tax amendments according to updated tax laws.

SUBSTITUTE SCHOOL TEACHER

1/2007 – 5/2011

Implemented student-centered curriculum. Instructed middle school and high school students and implemented through lectures, discussions, visual aids, and other effective teaching methods necessary for the learning process. I created a student contract where students agreed upon and signed to keep students focused and disciplined and help them build noble characters. The ability to write teachers' lesson plans. Perform administrative duties such as taking attendance, monitoring students in class and at lunch, maintaining order and discipline in the classroom, halls, and out of doors. Assisted and accomplished with a team of teachers in utilizing current strategies and theories to plan, organize, and implement lessons to motivate students.

BLOOMINGDALES OF NEW YORK CLIENT SPECIALIST/ SALES ASSOCIATE

10/2003 – 3/2006

Achieve expert product knowledge in brand area. Achieve handling purchases for customers daily, using accepted payment methods. Contact clients from the running client list, when necessary, i.e., place orders, track orders, special delivery orders and more. Create fun interaction with clients. Cultivate customer relationships.

Open end and back-end duties performed calculations daily. Attending daily team meetings, provide necessary feedback for continued customer satisfaction to enhance company goals.

**MERKAFON INTERNATIONAL LTD.
CUSTOMER SERVICE REPRESENTATIVE**

9/1999 – 3/2003

Provided resolving any customer issues while working in a call center environment, receiving heavy inbound calls. Additionally, selected to assist, direct, and coordinate with the managers and supervisors to revise the Sprint project's call center script. After much work detailing the script's proper wording, and product knowledge, re-wrote the script in simplistic form making it easier for the reps to follow. The script was accepted by all managers in the call center and corporate headquarters. Received recognition from call center manager and supervisors for providing exceptional service. Selected to lead a team of thirty customer service representatives and monitored each team member for (QA) quality assurance and script adherence; including proper enunciating and articulation sentences within the script. Correcting the script led to increased productivity, and sales went up by 30%. Exceed the required call center score of 89% maintaining 100% QA scores and the team scores rose to 96% from 86%. The overall call center requirement is 89%.

ADVANCED TELECOMMUNICATIONS LLC SENIOR CUSTOMER SERVICE REPRESENTATIVE

5/1994 – 7/1999

Accomplished leader for handling largest volume of inbound telephone calls. Selected to spearhead a startup program for the new AT&T project. Leader of a team of seventeen customer service representatives, compiled data for the program and offered appropriate support and advice on products and services to new and existing customers. Presentation of data, for example, presented a questionnaire to clients to get feedback about what customers expect from residential and business telephone services. Leader responsible for proper script adherence monitoring each representative on a weekly basis.

AETNA MEDICARE INSURANCE COMPANY - MEDICAL EXAM CODER

4/1974 - 12/1977

Provided professional medical coding, interprets and codes patients' medical records, physician's surgeries, and other medical procedures and documentation. Pulled daily folders with 25 insurance claims in each folder. Examined all information on the insurance claims, including physicians' surgeries, fees, beneficiaries, and more, and asked questions to connect the dots and uncover information that may be difficult to find.

Code the claims information using the *ICD-10 procedure classification and CPT-4 Uniform coding system*.

Provided skillset needed to follow the standard protocols for medical coding. Creative ability using my own methods when necessary to gain the most accurate information and to promote organizational growth. Three years working as a medical exam coder provided the opportunity and willingness to learn challenging tasks and was offered a position to spearhead an investigation of claims telephone unit.

Retrieve and collect physician background information from various resources for reporting and claims processing.

Review claims to formulate a synopsis of facts and collaborate with other claims examiners regarding the overview as needed.

The *Leader* of a newly created investigation unit provided high-level quality service. Provided timely coding of diagnoses and procedures for inpatient and outpatient accounts, using *ICD-10 procedure classification*, and *CPT-4 Uniform coding system*. The primary goal is to ensure an expert, smooth billing process enhancing productivity for the company.

EDUCATION

GEORGIA STATE UNIVERSITY

DEANS HONOR ROW 2012 – 2021 3.0/4.0

B.A.S., Sociology 2019/2023. Minor Degree Art, 2020.

COMMUNICATION

Instructed middle school and high school students to implement lectures, discussions, visual aids, and other methods necessary for the learning process. I created a student contract where students agreed upon and signed to keep students focused and disciplined and help them build noble characters. Moreover, work with a team of supervisors and managers selected to re-write the call center script. Worked for Aetna Medicare Insurance Company processed claims, coded claims, medical terminology, coding using the *ICD - 10 PCS Procedure classification and CPT- 4 Uniform coding system*.

LEADERSHIP: Knowledge and Skills

Displayed and accomplished organizational, creative, and leadership skills while assistant arbitrator at *Tinker Field Air Force Base Logistics Center* (TAFB) Employees Union. Represented the employees while working case-by-case files as the Assistant Arbitrator.

Administrative Secretary GS 4 - support for thirty Equipment Specialists at Tinker Field Air Force Base Logistics Center. Completed secret security clearance, supervised the administrative clerk.

Clerk Stenographer GS 5 - at the Engineers site on **Tinker Field/AFB** and supervised five units of secretaries. Accomplished quarterly inspection of the five offices IAW Federal government regulations, purged each units' files and set deadlines to complete purging of files.

Inventory Management Specialist GS 7 Promotion - TDY travel, attend meetings and compiled data for written reports. Upon return, reported to (DOD) *Department of Defense Division Heads* via meetings. Set in on negotiations process between Inventory Management and Production departments. Attend monthly training classes and receive certification of completion with 100% scores, for each class.

My Favorite Charity is the *Must Ministries* located in Marietta, GA. Volunteered during the holiday seasons, and cooked many side dishes like candied yams, macaroni and cheese, potato salad and in large quantities. Assisted in setting up tables and serving meals where needed and assisted in stocking the food pantry and distributing food to families.

REFERENCES

Mary Horton-Elliott Ph.D. Nursing

20W436 22nd Street Lombard, Ill. 60146

(630) 935-3489 Email: Elliottmaryhorton@gmail.com

Theresa Cox-Ross, MAT Special Education

Fulton County Public Schools

7551 Broadhurst, Riverdale, GA. 30296

(770) 996-4777 Email: hapkido7@aol.com