

# ALLURE BARNES

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## Summary

Hardworking customer service professional accustomed to fast-paced working call center environments. Work quickly to understand, document and resolve customer concerns, driving satisfaction while meeting demanding business objectives. Well-versed in company standards and best practices.

## Skills

- High-energy attitude
- Clerical support
- Organizational strengths
- Microsoft Office expertise
- Customer Service
- General office procedures
- Detail-oriented
- Problem Solving
- Self-Motivated

## Experience

### Pharmacy Technician | Walgreen's - Deerfield, IL | 01/2016 - 10/2018

- Established and updated patient profiles, including lists of medications and insurance details
- Adhered to regulatory guidelines for workplace safety and customer confidentiality
- Ordered out of stock medications to ensure patients were taken care of accordingly
- Placed orders for out of stock medications to ensure patients received their prescriptions on time
- Dispensed approximately 500 prescriptions daily
- Consulted with customers via telephone or in-person to assist with navigating pharmacy systems and completing requests
- Efficiently processed cash register transactions for new and refilled prescription orders
- Created new customer profiles and updated changes such as demographics, allergies and new medications in pharmacy computer systems
- Answered patient questions regarding medication
- Verified labeled prescriptions using an 8-point check system
- Investigated the accuracy of medication identity, strength and purity
- Researched customer health insurance plans to provide prescription authorization and efficient patient care
- Administered medications as per pharmacist orders
- Filled and processed prescriptions to ensure prompt and efficient patient care
- Managed inventories, rotated stock, removed expired or damaged drug products and resolved discrepancies in drug counts
- Calculated dosage, filled prescriptions and prepared prescription labels
- Prepared and submitted claims to insurance companies for payment
- Worked with insurance companies to process claims, resolve problems and obtain payments
- Verified insurance benefits to refill medications and upheld fantastic customer service standards

### Customer Service Agent | Sutherland - Pittsford, NY | 09/2018 - 03/2019

- Reviewed customer data to assess current issues and determine eligibility for potential solutions
- Maintained customer loyalty by delivering fast, friendly and knowledgeable service for routine questions and service complaints
- Managed high-volume of inbound and outbound customer calls
- Returned all routine and general customer calls in good time
- Kept customer account information current and accurate by preparing, completing and processing forms and database changes
- Assisted 50 callers per week in fast-paced environment
- Investigated and solved routine, complex and long-standing customer issues each day
- Reviewed files, records and other obtained documents to respond to customer requests
- Documented conversations with customers in Microsoft programs to track requests, problems and solutions offered
- Pursued opportunities to advance client relations skills and further enhance customer satisfaction in every interaction

## **Education and Training**

Pensacola High School | | Pensacola, FL | 2015  
**High School Diploma**

## **Certifications**

- Microsoft Office Specialist (MOS)