

Lashanti Gladney

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Professional Summary

Motivated and detail-oriented Customer Support Representative with 3+ years of experience in high-volume, fast-paced environments. Adept at resolving customer issues with empathy and efficiency, ensuring high satisfaction rates and compliance with industry standards. Currently pursuing a B.S. in Cybersecurity and Computer Science, with strong technical literacy, troubleshooting skills, and a commitment to continuous learning.

Key Skills

Customer Service Technical Support Product Knowledge Software Troubleshooting Ticketing Systems Time Management Communication Typing Empathy Conflict Resolution Call Center Operations CRM Systems Attention to Detail Multitasking HIPAA Compliance

Professional Experience

Claims Support Representative

Illumifin (Remote) Present- Provide customer service for long-term care claims with strict adherence to HIPAA compliance. Explain benefits, claim payments, and coverage details to members. Confirm claim documentation is complete and notify members of additional requirements

Customer Service Representative

Concentrix (Remote)- Handled billing inquiries, processed statements, and guided members through policy updates. Communicated turnaround times clearly and professionally. Send accurate and timely correspondence with essential policy documentation. Used CRM tools to document and manage customer interactions

Product Support Representative

Alorica (Remote)- Delivered software product support for new and existing customers. Resolved technical issues via high-volume call handling while maintaining professionalism under pressure. Guided customers through software purchases and onboarding processes to ensure satisfaction and one-call resolution. Provided troubleshooting support and basic technical assistance using knowledge base resources

Education

Old Dominion University Norfolk, VA (In progress)

B.S. Cybersecurity and Computer Science

Huntington High School

High School Diploma Graduated May 2021