

Beverly Lee



PROFILE

- Successful in product and service related environments with the ability to coordinate operations, manage projects and interpret information
- Experienced in facilitating trainings for teams and management to meet company standards, equity and business viability

WORK EXPERIENCE

Management Assistant Kaiser Permanente Honolulu, Hawaii [REDACTED]

- Provides moderately complex administrative and operational clerical support to department managers and/or staff.
- Serves as resource person to staff, members, and outside vendors.
- Responsibilities may include answering phones and relaying messages/information to both departmental staff and callers, scheduling/calendaring meetings and conferences, maintaining filing systems, ordering/stocking office supplies, opening/sorting mail.
Types/proofreads/composes correspondence creates graphs and presentations, researches issues as needed.

Customer Service Representative Kaiser Permanente Honolulu, Hawaii [REDACTED]

- Responds to member, provider and other inquires via telephone, correspondence or lobby walk-in while meeting all corporate guidelines and performance standards.
- Demonstrates appropriate customer-care skills such as empathy, active listening, courtesy, politeness, helpfulness and other skills as identified.
- Records, investigates and resolves member complaints as detailed in the Grievance Procedure narrative.
- Assists in the education of new members and in the re-education for existing members regarding health plan procedures.
- Logs, tracks and appropriately documents all issues utilizing on-line systems and procedures, and in accordance with all applicable guidelines and requirements.
- Makes decisions that are consistent with the concept of a win-win for members, associates and Kaiser Permanente
- Demonstrates based behaviors such as initiative, accountability and value.
- Performs skills necessary to create a high-quality customer experience, as reflected through acceptable quality monitors and member feedback.

Customer Service Representative - 'Ohana Health Plan (WellCare) Kapolei, Hawaii [REDACTED]

- Responds to member, provider and other inquires via telephone, correspondence or lobby walk-in while meeting all corporate guidelines and performance standards.
- Demonstrates appropriate customer-care skills such as empathy, active listening, courtesy, politeness, helpfulness and other skills as identified.
- Records, investigates and resolves member complaints as detailed in the Grievance Procedure narrative.

- Assists in the education of new members and in the re-education for existing members regarding health plan procedures.
- Logs, tracks and appropriately documents all issues utilizing on-line systems and procedures, and in accordance with all applicable guidelines and requirements.
- Makes decisions that are consistent with the concept of a win-win for members, associates and WellCare.
- Demonstrates based behaviors such as initiative, accountability and value.
- Performs skills necessary to create a high-quality customer experience, as reflected through acceptable C-Sat scores, quality monitors and member feedback.

Health Care Reform Helpline Representative – HMSA **Kapolei, Hawaii** [REDACTED]

- Call Center Environment
- Respond to telephone and written inquires from individuals and small business members and prospects about the Affordable Care Act (ACA). Identify specific questions, problems or concerns.
- Clarify and research inquires and effectively communicate verbally or written correspondence
- Educate members and prospects on various options and how they will be affected.
- Provide a high-level road map on what actions need to be taken
- Document contacts in a Customer Relationship Management System
- Create log and track contacts that require future action and maintain a pending file for follow-up on unresolved inquires.

Specialist 1 – Central Pacific Bank **Honolulu, Hawaii** [REDACTED]

- Provide administrative support in the day to day operations of the Properties Division to include answering phones and greeting visitors and vendors.
- Perform administrative duties, including but not limited to file maintenance, invoice verification and the processing of lease contracts.
- Coordinate routine maintenance and repair for departments and branches
- Manage car pool activities and coordinate movement of employees / departments
- Coordinate and support all telecommunications activities to include reconciling billing invoices

Customer Service Advisor - American Electric Co LLC **Honolulu, Hawaii** [REDACTED]

- Train and provide support for clientele on use of telecommunications equipment for understanding of features, capabilities and system navigation.

Coordinator-Business Sales Support - Hawaiian Telcom **Honolulu, Hawaii** [REDACTED]

- Manage major corporate accounts / projects and coordinate all activities to support customer database and meet network requirements while establishing relations between clientele and company
- Responsible to provide training and support on use of all telecommunications equipment

Business Account Representative	GTE Hawaiian Tel	Honolulu, Hawaii	[REDACTED]
Cost Accounting Clerk	GTE Hawaiian Tel	Honolulu, Hawaii	
Residential Account Representative	GTE Hawaiian Tel	Honolulu, Hawaii	
Accounting Clerk – Payroll	GTE Hawaiian Tel	Honolulu, Hawaii	
Switchboard Operator	GTE Hawaiian Tel	Honolulu, Hawaii	

EDUCATION

San Dieguito High School	High School – Graduate
Honolulu Community College	Studied At
Kapiolani Community College	Studied At

REFERENCES

Available upon request