

# 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      2016 – Present**

- 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      2015 – 2016**

- 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      2014 – 2015**

- 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.

