

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

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|--|--------------------------|-------------------------|-----------------------|
| Management Assistant | Kaiser Permanente | Honolulu, Hawaii | 2016 – Present |
| <ul style="list-style-type: none"> • 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. | | | |

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|--|--------------------------|-------------------------|--------------------|
| Customer Service Representative | Kaiser Permanente | Honolulu, Hawaii | 2015 – 2016 |
| <ul style="list-style-type: none"> • 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. | | | |

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|--|--------------------------------------|------------------------|--------------------|
| Customer Service Representative | 'Ohana Health Plan (WellCare) | Kapolei, Hawaii | 2014 – 2015 |
| <ul style="list-style-type: none"> • 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

2013 – 2014

- Call Center Environment
- Respond to telephone and written inquiries from individuals and small business members and prospects about the Affordable Care Act (ACA). Identify specific questions, problems or concerns.
- Clarify and research inquiries 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 inquiries.

Specialist 1 – Central Pacific Bank

Honolulu, Hawaii

2008 – 2013

- 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

2008

- 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

1991-2008

- 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

1987 – 1991

Cost Accounting Clerk

GTE Hawaiian Tel

Honolulu, Hawaii

1986 – 1987

Residential Account Representative

GTE Hawaiian Tel

Honolulu, Hawaii

1978 – 1986

Accounting Clerk – Payroll

GTE Hawaiian Tel

Honolulu, Hawaii

1978

Switchboard Operator

GTE Hawaiian Tel

Honolulu, Hawaii

1975 – 1978

EDUCATION

San Dieguito High School

High School – Graduate

Honolulu Community College

Studied At

Kapiolani Community College

Studied At

REFERENCES

Available upon request