CHASTITY **SCOTT**

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With 10 years of experience in customer support and web support, I possess strong technical skills and excellent communication abilities to provide prompt and effective solutions to customers. I am committed to delivering exceptional customer service and building positive relationships with customers to ensure their satisfaction and loyalty.

Experience

April 2022 – present

customer service representive, u.s. bank

- Answer incoming calls and assist customers with questions and concerns related to their credit card accounts.
- Process and respond to U.S. Bank customer inquiries utilizing multiple systems to provide information on accounts while answering every call with professionalism and accuracy
- Properly diagnose customer needs and proactively educate them about the features and benefits of U.S. Bank products and services
- Demonstrate a genuine interest in customers and ask questions to resolve the customers concern while understanding how U.S. Bank can help meet their financial needs
- Present options to customers about ways to make their banking easy and convenient, while ensuring the needs of the customer always come first.
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Guide customers through troubleshooting, navigating the company website/mobile app or using the products or service using digital tools
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.

october 2017 – march 2021

ed financial counselor/ depatment trainer, le bonheur children's hospital

- Obtain and verify patients' demographic and financial information. Ensure all information is accurate and complete.
- Perform financial counseling process on all patients prior to service, which includes patient financial obligations, billing practices and establishing payment arrangements.
- Analyze patient insurance coverage, research probability of coverage based on known criteria, and provide information for patients in need of financial assistance.
- Identify problematic encounters and follow through as appropriate.
- Understand, apply, and support departmental/hospital policies, procedures, and standards. Attends meetings, in-services and training sessions as required/requested.
- Perform other job functions as assigned or requested.
- Identify and assess future and current training needs through job analysis, career paths, annual performance appraisals and consultation with line managers
- Draw an overall or individualized training and development plan that addresses needs and expectations
- Deploy a wide variety of training methods

- Conduct effective orientation sessions
- Monitor and evaluate training program's effectiveness, success and ROI periodically and report on them
- Provide opportunities for ongoing development
- Resolve any specific problems and tailor training programs as necessary

AUGUST 2017 – JULY 2018

CERTIFIED NURSING ASSISTANT, PARKWOOD BEHAVIORAL HEALTH SYSTEMS

- Documented and observed resident behaviors while helping determine effective client care methods
- Worked alongside licensed staff to implement and revise individual patient treatment plans and goals
- Monitored and ensured safety of clients at high risk for harmful behavior to self or others
- Planned and implemented resident social activities on and off facility grounds
- Measured and monitored patients' vital signs and assisted with activities of daily living
- Maintained patient observation and set boundaries on inappropriate behavior, and aided or restrained them to prevent injury to themselves or others
- Assisted in admissions and orientation of patients to unit

JULY 2015 – AUGUST 2017

UTILIZATION REVIEW COORDINATOR/ OFFICE MANAGER, DELTA REGIONAL MEDICAL CENTER

- Start and assign workflow processes.
- Run daily admissions and discharge reports.
- Request initial inpatient authorizations and concurrent reviews.
- Obtain denial letter; set up peer to peer or forward to appeals department.
- Ability to follow detailed verbal and written instructions.
- Complete initial discharge planning submissions and final submissions promptly.
- Manage Code 44 letters; obtain MD signatures, forward to medical records, and file copies appropriately.
- Ability to navigate the internet, multiple browsers, email, and instant messenger/chat tools.
- Manage EHR determination letters, inform MD on recommendation.
- Maintain avoidable days tracking sheet.
- Answer general phone calls and/or emails and direct to the appropriate party as required.
- Order supplies.
- Schedule and plan for Utilization Management quarterly meeting. Resolve any specific problems and tailor training programs as necessary

Education

MAY 2014

ASSOCIATE OF ARTS, MISSISSIPPI DELTA COMMUNITY COLLEGE

MAY 2010

HIGH SCHOOL DIPLOMA, GREENVILLE-WESTON HIGH SCHOOL

Skills

- Problem-solving
- Strategic thinking and planning
- Customer retention
- Technical troubleshooting
- Conflict resolution and de-escalation
- Time management and organizational skills