

Philese W. Turman

Customer Service Representative

279-210-0826 Phileset@Gmail.com

Qualifications: A dedicated Customer Service Representative with 10+ years of experience in providing exceptional service in fast-paced & high-demand environments. Proficient in utilizing multiple computer screens, multiple phone lines, and a variety of software programs/hardware to efficiently complete job duties. Skilled in handling diverse customer interactions & needs while maintaining professionalism, patience, discipline, and strategic problem solving. Skills that allow the ability to remain calm, convincing, empathetic, & professional amongst the most volatile customers and situations. Mastery of effective communication & active listening to give empathetic and compassionate responses ensuring the customer feels heard & respected. Whether working remotely or on-site, with a group or a solo assignment, I excel at handling challenges that may seem to be more difficult to others, I confront them with nothing but skill, empathy and professionalism. I'd make the perfect addition to your team. **You need me!**

Skills

Time Management	Multitasking	Problem Solving	Data Collection/Analysis
Self Driven	Dependable	Positive Attitude	MS Programs/Systems
Punctual	Negotiation	Enthusiastic	Exceptional Work Ethic

Experience working in home based offices, temporary sites, and various onsite locations with efficiency. Ability to remain calm and collected in volatile situations, offering compassion and effective solutions. Strong capacity for handling diverse customers and inquiries with patience, empathy and creativity.

Education

IREM Sacramento Valley RENEW Residential Property Management Training Program – 2025

<i>University Of Ohio State</i>	<i>2024</i>	<i>AA Certified Service Coordinator</i>
<i>Everest College</i>	<i>2010</i>	<i>AA Medical Billing Coding / Terminology</i>
<i>Castlemont High School</i>	<i>2000</i>	<i>High School Diploma</i>

Experience

Confidential Residency/ Residential Manager

2024-2025

Management and Coordination of multiple activities and schedules
Scheduling and transporting all to medical appts all health appts.
Provide tension management strategies to meet psychological and emotional needs.

Southwest Airlines/ Ticket Agent**2022-2024**

Assisted passengers with ticketing, check-in, boarding procedures, ensuring smooth flight departures and arrival
Helped customers to locate and retrieve lost or delayed baggage
Made announcements and provided passengers with important up to date flight information.

CFJC Pick N Pull/Customer Service Representative**2019-2021**

Assisted with vehicle purchase and recycling inquiries
Provided detailed information on companies policy and procedures
Dispatched tow truck to residence after making a car buy
Resolved customer concerns effectively and maintained a helpful demeanor

HealthNet Federal Services/ Medical Documentation Reviewer**2016-2019**

Assisted policy holders with inquiries regarding health insurance plans , policies, claims , and coverage options.
Provided support in processing claims, verifying eligibility, and resolved billing discrepancies.
Reviewed and analyzed medical documentation looking for any indication the veteran had a terminal illness.
Contact the Va to request additional appts for the Veteran with the referred doctor.
Ensured timely and efficient processing of medical documentation and medical claims.
Maintained confidentiality and compliance with the HIPPA regulations.

References Upon Request