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## CLIENT SERVICE COORDINATOR

Strong customer service focused mentality backed by trusted problem-solving and teamwork skills. Employs patience and empathy to understand and meet customer needs, and a calm demeanor and excellent interpersonal skills to explain products and services in easily understood terms. Track record of being an effective trainer and mentor.

### *Areas of Expertise:*

- Workflow Efficiency
- Judgment & Discretion
- Multitasking & Organizational Skills
- Volume Coordination
- Administrative Support
- Communication Skills

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## PROFESSIONAL EXPERIENCE

Mid-sized MSP Whippany, NJ

Jan 2017—Present

### *Client Service Coordinator*

Hired into a new customer-facing role with a focus on client retention, data collection, and reporting. Interact with customers daily to build client relationships, resolve problems, and track industry trends. Conduct client welcome calls, introduce new products and services to existing clients, and verify product availability for orders. Collaborate cross-functionally with technicians, sales, shipping, receiving, and vendors to ensure customer satisfaction and support, forwarding sales order concerns to appropriate team members. Respond quickly and professionally to inquiries. Utilize ticketing system to manage requests and communicate with clients and support associates via portal and email to resolve issues within the service level agreement. Internally, train and mentor new staff.

- Enhance the customer experience and satisfaction level by collaborating and providing continual feedback to improve and streamline workflow processes, including client care queue management.
- Ensure client care standards are met by leading client-specific workflows.
- Facilitate clear communication of client issues to allow the support team to handle 90% of requests within a targeted timeframe.
- Handle all welcome calls
- Charged with gathering, reviewing, and presenting client metrics to upper management at weekly meeting.
- Eliminated workflow redundancies by pairing technicians with service coordinators to better manage work.
- Selected for special projects and assignments including system templates, project work, and client retention.

Hospital

New York, NY

Sept 2012—Aug 2016

### *Administration Coordinator—Radiation Oncology*

Managed administrative, secretarial, and general office support coverage. Coordinated logistics for forums, conferences, seminars, and meetings. Assisted with grant applications, special projects, Joint Commission on Accreditation of Healthcare Organizations (JCAHO) preparation, and rollout of system-related projects. Processed human resources and payroll transactions, and generated weekly payroll submissions. Liaised with human resources and payroll to resolve issues.

- Developed, updated, and revised informational flyers, brochures, leaflets, and mailings as well as departmental policies and procedures.
- Developed, orchestrated, and participated in secretarial training programs.
- Implemented new employee training, and mentored staff.
- Enhanced workflow efficiency by working closely with administrative managers and coordinators.

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Cancer Center

New York, NY

Sept 2002—Sept 2012

*Physician Office Specialist—Radiation Oncology (2008—2012)*

Promoted to provide full cross-coverage in offices. Supervised and mentored staff of physician office assistants (POAs) and served as a liaison to the clinical team. Participated in multidisciplinary committees, special projects, and task forces, and assisted with rolling out system-related projects.

- Implemented new employee training, and was specifically integral in restructuring and reimplementing training for new Physician Office Assistants (POA).
- Improved workflow efficiency in coordination with administrative managers and coordinators, reviewing practice plans and suggesting revisions accordingly.

*Physician Office Assistant—Radiation Oncology (2002—2008)*

Tasked with medical secretarial support for two physicians, their nursing staff, and patients. Coordinated and scheduled patient tests, procedures, visits, treatment, and consultations. Served as a liaison between patient, family, and clinical team. Screened and assessed requests, and triaged calls. Managed and maintained physicians' academic and research calendars, and coordinated and scheduled travel plans.

- Worked closely with radiation oncologists to ensure efficient workflow.
- Analyzed and maintained medical records, extracting clinical, pathologic, and therapeutic data in accordance with established ICD-9-CM and CPT-4 AMA coding principles.

Small MSP Cedar Knolls, NJ

*Senior Technical Account Specialist*

Provided sales and service to new and existing accounts. Analyzed accounts to ensure high level of customer satisfaction. Provided tech support and assisted with system integrations and smart home technologies.

- Collected 85% of all accounts in collections.
- Negotiated lower rates on equipment leases.

Internet Services Provider

Cedar Knolls, NJ

*Technical/Financial Account Specialist*

Provided technical support to 100+ internal and external customers. Updated client database daily.

- Achieved 15% cut in hourly labor during a period of intense growth by analyzing work flow and scheduling.
- Created database and documentation necessary to track and resolve client problems.
- Eliminated common problems by redesigning training materials.

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## EDUCATION

County College of Morris, Randolph, NJ

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## COMPUTER SKILLS

Proficient in Microsoft Office (Excel, Word, PowerPoint, Teams, Access) and ConnectWise Manage

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## LANGUAGE PROFICIENCY

Fluent in English, Spanish, and Portuguese

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