

Elizabeth Clayton
1180 Fulton Ave.
Sacramento, CA 95825
(310) 935-8097
elizabethclayton09@yahoo.com

WORK EXPERIENCE

January 2019-May 2019 Members Services Representative, Health Net

- Obtain necessary patient information such as medical histories and insurance information.
- Follow-up with doctors and nurses to obtain necessary information to complete patients' records
- Review patients' medical information such as prescriptions for verification and updating purposes
- Provided support to patients by educating them on registration and admission procedures

September 2015 – December 2018 Customer Service Representative, Santa Monica Seafood Company

- Computer and data entry
- Typing
- Consistent and meticulous attention to detail
- Prioritization of job duties
- Customer service
- Handle 70+ orders daily
- Identify and asses customers' needs to achieve satisfaction
- Follow communication procedures ,guidelines and policies

April 2014 – September 2015 Cashier/Hostess, Brown's Bayou Grille, Carson, CA.

- Ensure that each customer receives outstanding service by providing a friendly environment.
- maintaining outstanding standards, solid product knowledge and all other aspects of customer service
- Maintain an awareness of all promotions and advertisements
- Accurately and efficiently ring on registers and accurately maintain all cash and media at the registers
- Communicate customer requests to management
- Maintain orderly appearance of register area and supplies stocked
- Perform any other tasks as assigned from time to time by any manager

November 2011 – January 2012 Sales Associate, Macy's Department Store

- Greet customers and ensure excellent customer service
- Provide fast, fun, and sales floor support
- Assist customers with merchandise selection
- Maintain clean and tidy work area
- Identify and report safety issues
- Manage and resolve customer complaints

EDUCATION

Compton Community College, Compton California

Los Angeles Southwest College, Los Angeles, California

- General education courses

2009 High School Diploma, Carson High School, Carson, California

SKILLS

- Excellent customer service
- Good oral and written communication
- Team player
- Typing and 10 key proficient
- Familiar with Windows based computer applications (Word, Excel, PowerPoint)
- Strong phone contact handling skills and active listening
- Ability to multi-task, prioritize and manage time effectively