

# Tammie Robinson

## **Patient Service Representative**

Los Angeles, CA 90037

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(323) 743-6243

Seeking a position in an established company where I can utilize my customer service and sales skills.

Authorized to work in the US for any employer

## Work Experience

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### **Home Health Aide**

In Home Support Services (IHSS) - Los Angeles, CA

February 2000 to Present

- Help patients with personal hygiene, dressing, bathing, and other daily tasks.
- Perform basic health care services for patients including checking vital signs or administering prescription medication.
- Help with general light housekeeping.
- Make transportation arrangements as needed.

### **Patient Service Representative**

CORE Community Organized Relief Effort - California

January 2021 to April 2021

Greeting and directing patients to examination rooms. Scheduling patient appointments and making reminder calls. Informing patients about delays and waiting times. Obtaining patients' addresses, contact details, insurance information, and medical histories.

### **Caregiver**

Right At Home - Santa Monica, CA

December 2016 to March 2020

I was caregiver of the month 5 times in a row, got a raise twice.

I care for the elderly. Manage their Medications. Take them to doctor's appointments, manage their bills, transport to and from all appointments. Plan and prepare meals.

### **Sales Representative**

California Call Center One - El Monte, CA

January 2015 to December 2016

- Negotiated and completed purchasing contracts
- Tracked sales and other KPIs
- Built personal relationships with customers

### **Sales Representative**

Hope Telesolutions - Arcadia, CA

February 2013 to January 2014

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Call clients and customers to inform them about the company's new products, services and policies

### **Cashier**

South Central Ink Addict - Los Angeles, CA

January 2010 to January 2012

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Call clients and customers to inform them about the company's new products, services and policies

### **Customer Service/Sales**

Lexi International Inc - Hollywood, CA

November 1999 to June 2002

- Managed customer accounts
- Greeted customers
- Conducted customer service surveys
- Worked in the inbound call center
- Booked appointments for clients

### **Customer Service/Sales**

Alert Communications - Pasadena, CA

October 1996 to November 1999

## Education

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### **High school diploma**

Thomas Jefferson High School

2013

## Skills

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- 15+ years' effective experience as a customer service/sales representative
- Proven ability to make over 100 outbound phone calls every day to existing customers
- Proficient in providing information and sell items over the phone services to clients
- Well versed in identifying customer needs and able to offer a solution quickly
- Expert in using the company's database software for data entry purposes
- Highly skilled in verifying pricing and products
- Proven record of managing and tracking the quote to order process
- Telemarketing
- Caregiving
- Home Care
- Hospitality
- Customer service
- Medical terminology

- Analysis skills
- Senior Care
- Alzheimer's Care
- Dementia Care
- Medical terminology
- Analysis skills
- Hospice Care
- Patient Care
- Vital Signs
- Phone etiquette
- English