

# Aja Douglas

Middletown, CT 06457

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## Work Experience

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### **Customer Service Representative**

TicketNetwork, Inc. - Windsor Locks, CT

March 2022 to February 2023

- Hiring, training, and preparing call center representatives to respond to customer questions and complaints and troubleshoot problems with services or products.
- Ensuring agents understand and comply with all call center objectives, performance standards, and policies.
- Answering agent questions regarding best practices or difficult calls.
- Identifying operational issues and suggesting possible improvements.
- If necessary, monitor and evaluate agent performance, provide learning or coaching opportunities, and take corrective action.
- Preparing reports and analyzing data to assist management as they determine call center goals.
- Working with other supervisors and management team members to support agents and maximize customer satisfaction.

### **Customer Service Representative**

Voya Financial - Remote

February 2021 to April 2022

- Answer phone calls courteously and actively listen to the customer to determine questions or needs, then verify customer information and provide excellent customer service.
- Follow company protocol and scripts to answer customer questions and provide product information, continually learning new product descriptions and participating in training opportunities to improve skills.
- Close the sale and enter order data quickly and accurately into the company computer system, keeping within the time allotted for call documentation for optimal call center workflow.
- Strive to continuously improve customer interaction call quality and turnover time by employing feedback from call critique sessions to delight the customer.
- Use professional language and demeanor at all times with both coworkers and customers to ensure a pleasant work environment.
- Alert supervisor to any problems with telephonic equipment and arrange for replacement equipment.

### **Customer Care Specialist Radiology Department**

Middlesex Hospital - Middletown, CT

August 2016 to April 2020

- Responsible for running the front desk by hiring and training all front desk agents and leading by example.
- Anticipate and handle any guest requests and satisfy their needs within acceptable guidelines.
- Assist in developing and monitoring the budget to provide top-quality customer service.
- Schedule the front office staff and supervise workload during shifts.
- Act as liaison between General Manager and staff
- Efficiently performs a wide variety of tasks utilizing electronic, digital, and PACS technologies as well as direct interpersonal care.
- Schedules patients in RIS and registers in Flowcast. Schedules outpatient procedures/appointments accurately
- Collects and processes patient clinical data to ensure superior patient care as well as department/hospital.
- financial goals are achieved.
- Typing and computer knowledge. Demonstrated problem-solving skills.

## Education

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### **Certification in Human Services**

Middlesex Community College - Meriden, CT

2009 to 2010

penobscot job corps center - Bangor, ME

2004 to 2005

educational training of weathersfield - Weathersfield, CT

2012

### **High school diploma or GED**

## Skills

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- crosft programs, data entry, switch board, A.D.L, Scheduling appointments., vital signs, excel, PowerPoint, (4 years)
- Customer Service
- Medicaid
- Call Center
- Customer Care
- Customer Support
- Medicare
- Records Management
- Multi-line Phone Systems
- Employee Evaluation
- Microsoft Windows
- Medical Office Experience
- Insurance Verification

- Medical Records
- Medical Billing
- Hospital Experience
- LAN
- Office experience
- Medical terminology
- Computer literacy
- Technical support
- Typing
- Remote access software
- Documentation review
- Clerical experience
- Microsoft Excel
- Medical collection
- Microsoft Word
- Research
- Accounts receivable
- Live chat
- Product management
- AWS
- ADP
- Payroll

## Certifications and Licenses

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### **CPR**

### **Certified Nursing Assistant (CNA)**

## Assessments

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### **Administrative assistant/receptionist — Completed**

June 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Completed](#)

### **Work style: Reliability — Completed**

January 2020

Tendency to be dependable and come to work

Full results: [Completed](#)

### **Protecting patient privacy — Expert**

March 2022

Understanding privacy rules and regulations associated with patient records  
Full results: [Expert](#)

### **Call center customer service — Proficient**

December 2021

Demonstrating customer service skills in a call center setting  
Full results: [Proficient](#)

### **Medical receptionist skills — Familiar**

June 2021

Managing physician schedules and maintaining accurate patient records  
Full results: [Familiar](#)

### **Customer service — Completed**

June 2021

Identifying and resolving common customer issues  
Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.