

# ERICA K. AYALA

5 Heather Court, Centereach, NY 11720 \* 631-776-9420 \* Erica.ayala.work@gmail.com

## OBJECTIVE

Experienced professional seeking a full-time position where I can utilize my outstanding communication skills and years of expertise in customer care.

## SKILLS & ABILITIES

- Bilingual professional (Spanish)
- Proficient in Microsoft Suite
- Excellent customer service, written and verbal communication skills
- Dependable and well-organized
- Efficient at balancing work tasks
- Knowledge of HIPAA compliance and handling of sensitive information
- Effective multi-tasker, with excellent time-management skills
- Skilled at conflict resolution
- Strong leadership skills
- Flexible, and strong team player
- Creative and innovative
- NY State licensed Wildlife Rehabilitator

## WORK HISTORY

### Virtual Assistant, Inova, 2/20 - Present

- Interacted with users via email, phone, and chat.
- Scheduled upcoming appointments.
- Created personalized estimates and price quotes.
- Translated documents from English to Spanish and vice versa.
- Managed team of client's employees.
- Performed general customer service duties, offering excellent listening and communication skills.
- Organized and updated files, answered calls and emails, and assisted in preparing presentations and sales materials.

### Customer Service/Member Services Representative, Broadpath, 9/19 - 12/19

- Assisting members of health insurance company with a variety of issues
- Processing payments for members' monthly premiums
- Looking up and advising members of their benefits, copays, deductibles, etc.
- Searching for in-network providers to assist members with locating doctors and/or specialists
- Checking status of medical and pharmacy claims and authorizations
- Assisting members with accessing the online portal
- Searching for and informing members of prescription drugs and preventative services that are covered
- Assisting members with account updated and materials requests
- Advising members about our available programs and rewards

### Customer Service/ Member Services Representative, Sykes, 10/18- 3/19

- Assisting members of health insurance company with a variety of issues
- Processing payments for members' monthly premiums
- Looking up and advising members of their benefits, copays, deductibles, etc.
- Searching for in-network providers to assist members with locating doctors and/or specialists
- Checking status of medical and pharmacy claims and authorizations
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- Searching for and informing members of prescription drugs and preventative services that are covered
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### Virtual Assistant, Para Siempre Wedding Cakes, 12/17 - 11/19

- Provide virtual support to users with a variety of items, such as payment management, issuing refunds, and tracking payments.
- Interact with users via email, phone, and chat.
- Meet and exceed personal targets in a fun and challenging team environment.
- Escalate complex user issues to internal teams and provide context to the reason for the escalation.
- Perform general customer service duties, offering excellent listening and communication skills.

**Virtual Assistant, EKA Wood Designs, 04/07 - 11/17**

- Interacted with users via email, phone, and chat.
- Performed general customer service duties, offering excellent listening and communication skills.
- Organized and updated files, answered calls and emails, and assisted in preparing presentations and sales materials.

**Cashier, Duane Reade, 11/06 - 03/07**

- Operated cash register and lotto drawer; open/closed drawer.
- Responded to customer inquiries, providing information about drugstore policies and products.
- Processed sales transaction by all payment methods available.
- Processed merchandise returns, exchanges and vendor returns.

**Cashier, Handy Pantry, 01/05 - 08/06**

- Operated cash register and lotto drawer; open/closed drawer.
- Processed sales transaction by all payment methods available.
- Processed merchandise returns, exchanges and vendor returns.
- Cleaned and maintained coffee bar and produce aisles.

**Secretary/Office Assistant, Dr. Zeinab Fath-el Bab, 06/02 - 12/04**

- Answered telephones, performed general office duties.
- Attended to customer service requests, problem-solved complaints.
- Responsible for filing lab reports/results in patients' charts, pulling charts for upcoming appointments.
- Maintained the cleanliness of exam rooms.
- Processed billing, assisted with processing customer payments.

**EDUCATION**

- A.S. Degree in Human Services/Social Work, Selden, NY, Suffolk County Community, In Progress
- High School Diploma, Deer Park, NY
- Wilson Tech- Eastern Suffolk BOCES, Dix Hills, NY