

PRIYA RAMAN

Customer service representative with 6 years across e-commerce and health insurance contact centers. Strong on HIPAA-aware call handling, multi-channel support, and CSAT recovery. Promoted twice in 4 years.

CONTACT INFORMATION

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-  Albuquerque, NM

EDUCATION

Associate of Science in Business Administration
Central New Mexico Community College
March 2019

Sandia Health Plan
HIPAA Privacy Training (annual)
February 2021 – August 2024

KEY SKILLS

- Salesforce Health Cloud
- Gorgias and Zendesk
- Claims and benefits inquiry handling
- HIPAA compliance
- Spanish (conversational)
- Email, chat, phone, and social DM support
- Knowledge base and macro writing
- Peer mentoring
- QA scorecards and call calibration

PROFESSIONAL EXPERIENCE

Customer Service Representative II | Sandia Health Plan, Albuquerque, NM, NM
August 2021 – Present

- Take 55-70 member calls per day on claims, benefits, and provider network questions while staying within HIPAA guidelines
- Hold a rolling 96% quality score and a 4.7/5 post-call CSAT across the last 8 quarters
- Resolved \$28,500 in disputed claims in 2024 by coordinating with claims processors and following up with members until checks cleared
- Mentor a pod of 4 reps on tricky benefit scenarios; pod average handle time dropped about 22 seconds after my coaching cycle
- Volunteered as backup for the Spanish-language queue, taking 10-15 bilingual calls a day

Customer Service Representative | Junebloom Boxes (subscription gifting), Remote
July 2019 – February 2023

- Worked email, chat, and social DMs for a subscription-box company shipping to 12,000+ active members
- Closed 80-100 tickets per day in Gorgias with a first-response time under 4 hours
- Owned the holiday shipping escalation queue, working with the 3PL to recover 600+ delayed orders during a December carrier delay
- Wrote 14 new macros that became the team's default replies for shipping, refund, and gift-card issues