# Denise Walker

**Customer Service Team Lead | Senior Customer Service Representative | Customer Service Representative**

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## PROFESSIONAL SUMMARY

Senior customer service representative and team lead with 11 years in health insurance and retail contact centers. Leads a team of 12 agents, handles the most sensitive member complaints and works with quality and training on scripts and process changes. Known for improving satisfaction without adding handle time.

## PROFESSIONAL EXPERIENCE

### Customer Service Team Lead

*Jun 2020 — Present*

*Buckeye Health Plan Services · Columbus, OH*

- Lead 12 member services representatives answering claims, benefits and billing calls, running daily huddles, side-by-side coaching and monthly performance reviews.
- Raised team member satisfaction from 81% to 89% in a year by coaching on call openings and recap steps while handle time stayed level.
- Handle escalated member complaints and route formal grievances to the appeals team within required timeframes, with no missed deadlines in four years.
- Partnered with training to rewrite the prior authorization call guide, cutting repeat calls on that topic by about a quarter.

### Senior Customer Service Representative

*Mar 2017 — May 2020*

*Buckeye Health Plan Services · Columbus, OH*

- Handled complex claims and coordination-of-benefits calls for members and providers, following HIPAA verification rules on every contact.
- Served as floor support for 30 agents, answering policy questions in real time and taking escalated calls.
- Ranked in the top five agents for quality scores for eight consecutive quarters.

### Customer Service Representative

*Sep 2015 — Feb 2017*

*Olentangy Home Retailers · Columbus, OH*

- Handled order status, delivery scheduling and returns for an online furniture retailer by phone and chat.
- Volunteered for the chat pilot team and helped write its first set of saved responses.

## EDUCATION

**Associate of Applied Business, Business Management** — Scioto Community College *2015*

## SKILLS

**Technical:** Team leadership, Complaint and grievance handling, HIPAA privacy, Quality monitoring, Workforce schedule adherence, Agent coaching, Process improvement, Salesforce Service Cloud, Genesys, Reporting in Excel, Member benefits and claims inquiries, Escalation management