

# HTML POSTED SAMPLE

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*~ Customer Service & Support Professional eager to contribute extensive administrative talents and technical acumen toward supporting a dynamic employer in optimizing bottom-line performance. ~*

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## QUALIFICATIONS PROFILE

- Versatile and enthusiastic; quickly adapt to new roles, responsibilities, tasks, technologies/software and environments.
- Over a decade of customer service and support experience complimented by exemplary organizational, interpersonal, analytical and communication skills.
- Superior multi-tasking capabilities; gracefully balance competing demands and priorities.
- Critically analyze, devise, and execute administrative, technical, and operational procedures to eliminate redundancy, streamline procedures, minimize costs, and elevate customer satisfaction.
- Leverage abilities in problem solving and conflict resolution to achieve win-win outcomes.

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## PROFESSIONAL EXPERIENCE

Blue Cross Blue Shield of Florida (BCBSFL), Jacksonville, FL, 2000 to 2009

### IT Tech Service Desk / Helpdesk Technician

- Provided efficient and effective technical support to callers via Microsoft Remote Access.
- Analyzed and swiftly resolved connectivity issues for providers submitting medical claims through BCBSFL EDI Gateway Portal to Medicare using a dial-up modem connection.
- Prepared and submitted diagnostic problem tickets to IT Network Infrastructure Group when needed.
- Meticulously verified Medicare transmissions via proprietary GAP software.
- Prepared and filed Electronic Trading Partner Agreements for companies to enroll employee group benefit applications online.
- Proactively supported Voice Services department by creating, modifying, and deleting voice mail accounts through Procomm and/or Adomo TUI system.
- Played an active role in migrating approximately 5,000 voicemail accounts from Procomm System to Adomo.
- Exhibited outstanding multi-tasking expertise in providing mainframe support, resetting extensive passwords, and authoring content for Information Technology ESCAPE Knowledge Base to aid peers in common problem resolution.
- Relied upon to train, mentor and coach new department employees.
- Installed new software and upgraded existing applications on Windows desktops for internal users.

*Prior background includes role as **Customer Service/Corporate Helpdesk Representative** for Convergys, Jacksonville, FL, 1998 to 2000 and **Nursing Assistant** from 1992 to 1997.*

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## EDUCATION

Network Technology – Advanced Career Training, Jacksonville, FL

Certified Nursing Assistant – Beachview Nursing Home, Keansburg, NJ

EKG Technician Certificate – Brookdale Community College, Lincroft, NJ