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| EB Objective Looking for a dynamic fast paced environment where ambition and laser focused drive is encouraged. Would like to align with a company that drives innovation and/or entrepreneurship in the tech or medical space, specifically targeting customer connections through user experiences and concierge level relationships. Providing unheard of service to my clients at every step and level is always my first objective.  My strengths are in people. I read them well and work with them even better. I love going the extra mile with a customer or teammate and know that it’s in the attention to the little details that gain a customer’s trust and will take them from being a Customer or Employee to a member of the “Brand family”. I believe that words are our most inexhaustible source of magic and our empathy is our most useful tool in helping others feel understood and heard. Programs  * Zendesk * Salesforce * Hubspot * Facebook Business * Google Suite * Microsoft Office * Looker/GoogleCloud * .STI Model Analysis * Canva | |  | | --- | | eLIZABETHEXECUTIVE DIRECTOR pATIENT + PROVIDER RELATIONS /Freelance WRITER / tRAINING lEAd |  ExperienceRetail/Wholesale Sales • Hannah D’s JewELRY • 2003-2006 Sales Associate for both retail and wholesale accounts. Assisted in merchandise selection for upcoming seasons as well as Vendor relations. Window display and store décor while working in the retail storefront as a Sales Associate for several Years. Assisted in company party planning; to include booking catering, décor, scheduling, etc. Once the company opened a wholesale online branch I was on the “Pilot Team” and I was the entire Marketing Department as well as Photography “department” that started as a pop up camera Tent, a Nikon D2X, a few spotlights, and our merchandise. Photography and data entry using Excel for the Wholesale Website side of the company was my sole responsibility. Making sure that I wrote spreadsheets that were able to track our stock as well as updating our Owner on what needed to be ordered and when. I left this job to have kids and otherwise would have stayed on to continue this as a career possibility. Homeschool• Mindcraft Academy • 2011-2016 I homeschooled my 3 children, starting with our oldest who is now going into 6th grade, back in 2011. I homeschooled him from Kindergarten through the 4th grade. I also homeschooled our other two children through Kinder and Pre-K simultaneously. During that time I taught a middle school Art Class for three years with our Homeschool Co-Op. For the remaining two years we were with the Co-Op I taught a Middle School Logic and Debate class based on the Socratic method. It was a Co-Op favorite and I enjoyed teaching my students to reason and argue well.  ADVANCED PROVIDER SERVICE SPECIALIST • CLEAR CORRECT • 2016-2018   * Handles all inbound contacts, providing Premium service to Providers Globally including the UK, Switzerland, France, Germany, Israel, Australia, and Canada. * Facilitates inter-office communications between multiple departments to increase overall competency on a daily basis. * Leads all provider relations efforts to educate providers, enhance access, ensure accurate provider data, and drive quality outcomes by working with providers on their accounts as well as their patient’s cases. * Works closely with the Quality, Diagnostic, Sales, and Marketing Team to drive quality within the Treatment Plans and Provider Accounts for Customers. * Identifies weak points with at risk Providers and pursues total resolutions for continued relationships. * Maintained Satisfaction average of high 90% with consistent positive Provider Feedback for 2017.   PROVIDER SERVICES TRAINING LEAD • CLEAR CORRECT • 10/18- 12/19   * Designed and Implemented New Hire Training Curriculum increasing efficiency in Customer Support onboarding processes * Works closely with current Director and Senior Leaders to prioritize Team needs * Delivers learning content, incorporating extensive understanding of Adult learning processes, to increase and enhance competency and Employee effectiveness * Maintains Provider Service New Hire Curriculum accuracy * Provides feedback to Trainees during application of knowledge, skills, and attitudes; Including responsible for delivering 30, 60, 90 day reporting * Responsible for acclimating new Hires to Company culture and Team * Identifies business unit needs for Provider Services in collaboration with Managing Director and Leadership Team * Started and maintained Department Culture initiative for Birthdays, Anniversaries, and special events for 2+ years * Initiated company Culture Club initiative 2019 currently in progress * Assists with Interview and Hiring processes currently for Provider Services * Developed company’s Internal Help Center through authorship and co-authorship of Dynamic Content * Assists with Interview process for other Departments within the Company by request * Manage up to 10 direct reports both in Bamboo and in real-time * Attended **Straumann I&we** workshop 2019-Maine * Completed Emotional Intelligence Seminar 2019 * Cultural Journey Workshop- 2019 * Learned and Implemented Company/Insperity Disciplinary Action processes Oct.2018-Present * Approve and manage all attendance needs, time off, and payroll for all direct reports * Work directly with HR to implement all new processes and procedures in alignment with company policies * Responsible for sending all care packages, cards, etc. for extenuating circumstances to our Team members- Founded the Care/Celebration Committee * Approves all refunds and income correction requests for direct reports/trainees * Works closely with other Department Heads as I filled in for our Project Manager for over three months this past year and developed excellent rapport and solid working relationships interdepartmentally   EXECUTIVE DIRECTOR PROVIDER + PATIENT RELATIONS • STRAIGHT TEETH SOLUTIONS • 7/20- 4/21   * Responsible for ultimate success of Provider base and usability * Lead, motivated, and enabled a team of high performing Provider Support Specialists in proactively monitoring Provider engagement to identify potential risks and prevent customer churn * Ensured that customers derived maximum value from their STS Affiliate Membership and fully leveraged their accounts and services on an ongoing basis * Drove and supported the improvement of support processes through metric management and Team Support * Developed and implemented tailored and proactive Provider communications via email, phone, chat, SMS to both engage and retain Provider base * Manage and provide additional support on customer escalation with world-class service + empathy * Available to travel and spend time onsite with Providers + Staff for in-depth training as needed * Drove Customer success outcomes by using available data to inform strategies and drive revenue through regular reporting to Executive Team * Defined and Optimize customer Lifecycle * Measured effectiveness of Support Team daily, weekly, and monthly as defined by Direct Report to CEO. * Managed payroll hours/submissions for all Support Personnel * Provide weekly feedback for all Team members on progress, areas for growth, and career path goals to keep Support Team aligned. * Developed customer training programs: i.e. videos, training manuals, and online training courses, following Company’s brand guidelines/requirements. * Onboarded all new Affiliate Providers * Developed Zendesk CRM for Support team  EducationhIGH sCHOOL dIPLOMA • 2002 • rOUND rOCK High schoolVolunteer Experience or Leadership  * ClearCorrect Culture initiative 2019 Hot Dog Cookout * Future CultureClub initiatives with ClearCorrect * Round Rock Library- Organization and Training Community Service Men and Women * Vacation Bible School President- Securing Venues, Organizing Events/Parties/Outreach, Organizing Parade float, Working with Large Groups of people, Decorating, Being responsible for purchasing orders and record keeping for Texas Baptist Association * Homeschool Co-Op Christmas Committee President- Securing venues, catering, assigning responsibilities, entertainment, class performances, and announcements/awards * Youth Group Leader * Volunteer Locally with Round Rock Agape Pregnancy Center |