

SHANNON ROSE KILPATRICK

STRENGTHS & QUALIFICATIONS

Communication: Regularly provide accurate and actionable reviews and feedback to front line customer service representatives. Developed and delivered training and materials on rules, procedures and best practices. Proven ability to work and engage with my team in a remote environment.

Attention to Detail: Highly competent in learning rule sets and then applying them accurately to real world situations. Consistently ensure documentation is correct and thorough.

Tenacity: Persistent pursuit of goals has enabled me to become a top Quality Assurance professional who has been extremely successful in improving the skills and knowledge of the customer service representatives that I observe and support. My efforts extend from beyond a focus on my own achievements to also improve the call center's performance as a whole.

Staff Education and Support: Experience training new employees in effective customer relations, processing changes, software application use and how-to de-escalate upset customers. In-depth knowledge of Microsoft Office, Teams, SharePoint and Salesforce software. Running performance based reports using Microsoft Excel, Siebel, SharePoint and Salesforce. Implementing and updating customer service and QA processes.

EDUCATION AND TRAINING:

Burlington College, Burlington, VT

Bachelor of Arts, Legal and Justice Studies - May 2011

Certification, Paralegal Studies - December 2010

American Academy of Professional Coders

Certified Professional Coder Apprentice- July 2014

Community College of Vermont

Certification, Health Information Specialist- May 2014

PROFESSIONAL EXPERIENCE:

Rently, Remote/Camarillo/Los Angeles, CA July 2022- Present

Content Manager

Write, edit and manage content across all service verticals. Curate best-in class content, including trending topics and feature releases. Collaborate with the Product and the CS team to improve user experience. Understand product strategy in order to build themes and topics for targeted personas. Owning and enhancing Rently's knowledge base space for internal and external users. Collaborate with Marketing and Product on monthly release notes. Provide standard templates for all article creations and streamline existing articles. Create and set KPIs on content analytics. Perform content audits and identify gaps in content strategy. Continually analyze the effectiveness of content. Ownership on Content analytics and presenting KPIs in my bi-annual business reviews.

MAXIMUS Inc, Burlington/Williston, VT June 2018- July 2022

Quality Assurance Coordinator

Responsible for evaluating customer service representatives on the quality of work performed as measured against project standards, contractual requirements and performance measures by evaluating recorded calls and providing the customer service representatives and their supervisors with typed scorecards that reflect what the representative did well on, what they can improve upon and giving them the tools they need to improve. Assist with the development,

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analysis and distribution of project reports and performance indicators. Regularly assess the knowledge needs of the staff related to processes and policies regarding the client/contract operations for various clients and develop plans to meet those requirements. Conduct monitoring activities for quality assurance purposes and assist with monitoring performance and meeting contractual requirements. Remain up-to-date on policies and procedures for all operations, and assist in developing new procedures, and update existing procedures when changes occur. Assist in the production and update of staff resource materials including quick reference guides, matrices, charts, and workflows.

Experienced professional with a successful track record in managing call center operations for the Healthcare Provider Grant Stabilization Program. Skilled in ensuring service level agreements are met and delivering exceptional customer service. Expertise in evaluating performance, providing feedback, and equipping teams with tools for improvement. Proficient in developing project reports and performance indicators while enhancing staff knowledge of operations.

MAXIMUS Inc, Burlington, VT June 2016- June 2018

Customer Service Representative

Informed individuals regarding enrollment, benefit counseling, eligibility and enrollment. Utilized the Vermont State's eligibility and enrollment portal and Customer Relationship Management software and other State systems to perform all tasks and duties to ensure delivery of high quality service to customers calling in to the Vermont Health Connect call center.

Fletcher Allen Health Care, Burlington, VT Sept 2011 - April 2016

Customer Service Representative/Account Resolution Representative

Researched and responded to patient's medical coding complaints. Educated patients in the different types of coding, i.e. the difference between diagnostic and preventative coding. Assisted patients with delinquent accounts to meet their financial responsibilities to Fletcher Allen Health Care by facilitating a choice between available options. Reduced accounts receivable by bringing in revenue through calls, letters, research and processing of payments.

Burlington College Legal Clinic, Burlington, VT Sept-Dec 2008 / Jan- March 2011

Intern

Under the supervision of an attorney, supported a diverse population of individuals seeking assistance in a free legal clinic setting with a variety of legal questions and concerns including divorce and child custody issues.

Borders Bookstore, Burlington, VT

April 2008-Sept 2011

Bookseller

Assisted customers using in-depth knowledge of books, music and movies. Promoted and marketed company sales rewards programs and products to customers. Solicited charitable donations. Processed special order sales. Ran cash register in extremely busy retail setting. Performed troubleshooting for customer questions and problems. Provided superior customer service.

Macy's/Filenes , Burlington, VT

Sept 2005- July 2008 / Oct 2007- Jan 2008

Customer Service Manager, Fine Jewelry Sales Associate

Provided management support during the busy holiday season. Supervised Macy's staff including instructing and demonstrating excellent customer assistance. Solved customer and employee issues and disagreements and modeled superior workplace behavior. Tracked over \$500,000 in merchandise inventory and sales. Promoted Macy's credit card. Assisted customers in applying for Macy's credit.