

# Amanda Edenfield

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 Oklahoma City, OK

## PROFESSIONAL SUMMARY

Results-driven Inquiry Response Coordinator with expertise in using multiple scripts to support calling campaigns and collaborating with cross-functional teams to meet customer needs. Proficient in using Avaya, Interaction Center, and Cisco systems to screen inquiries and warm transfer prospective students to live admissions advisors. Possesses strong attention to detail, sound decision-making abilities, and excellent verbal and written communication skills. Demonstrated success in meeting productivity benchmarks and conducting monitoring and correction action planning.

## SKILLS

Attention to Detail

Data Entry

Medical Terminology

Verbal and Written Communication

Compliance

Verification

Sound Decision-Making Abilities

Productivity Benchmarks

Conduct Monitoring

Correction Action Planning

Customer Service

Active Listening

Problem-Solving Skills

Team Leadership

Personnel Management

Team Meetings

## EXPERIENCE

### INQUIRY RESPONSE COORDINATOR

Quintessa Marketing, September 2024-Present

- Responsible for the use of multiple scripts, supporting various calling campaigns for both our online and ground campuses presented through our contact systems.
- Collaborated with other departments to ensure customer needs were met in a timely fashion.
- Logs into multiple systems in order to perform their job: Avaya, Interaction Center or Cisco, interactive scripting tool or My Call Center, IEX for schedule viewing and time reporting systems.
- Speaks with prospective students who have requested information about our schools.
- Screens inquiry through the use of our interactive scripting tool to determine if student meets the minimum qualifications to speak with an admissions advisor.
- Uses off-line reference materials “cube needs” that are posted as reminders for special projects and/or processes.
- Warm transfer's prospective student to a live admissions advisor skilled to assist prospective students based on their interest and background.

### QUALITY ASSURANCE AND AUDITING SUPERVISOR, US

Quintessa Marketing, June 2023–November 2023

- Supervised a team of quality assurance specialists, ensuring adherence to established processes and procedures through the monitoring of live and pre-recorded calls

- Provided coaching and guidance to enhance performance and maintain strict compliance standards within the team

## **MEDICAL RECORDS RETRIEVAL SPECIALIST, US**

Episource, March 2022–January 2023

- Company Overview: Remote
- Conducted successful outreach to healthcare providers to secure medical records, facilitating efficient risk adjustment reviews for insurance purposes
- Managed the tracking and processing of information release requests, ensuring timely and accurate retrieval of required documents
- Maintained strict adherence to HIPAA guidelines, ensuring the confidentiality and secure transfer of patient records in line with organizational policies
- Remote

## **QUALITY ASSURANCE AND FRAUD SPECIALIST, Clearwater, FL**

Zelis Payments, October 2018–May 2020

- Company Overview: Clearwater, FL
- Contributed to quality assurance strategies by presenting findings in team meetings, aiding in the enhancement of internal processes
- Aided in refining quality control initiatives, focusing on the elevation of call-handling standards and protocol adherence
- Conducted audits of pre-recorded calls to ensure regulatory compliance and alignment with organizational policies
- Documented and reported on fraud investigations, providing comprehensive reports to clients
- Clearwater, FL

## **EDUCATION**

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### **MEDICAL BILLING AND CODING CERT, Florida**

Rasmussen University, March 2021

### **HIGH SCHOOL DIPLOMA, Hudson, FL**

Hudson High School, May 2007