

# Kaitlynn Sehen

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Authorized to work in the US for any employer

## Work Experience

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### **Sales Associate**

TruGreen-Charlotte, NC  
November 2021 to Present

Main duties were to assist new and existing customers with their plan, go over in detail what the company has to offer and get payment info. This is a seasonal position.

### **Remote Customer Service Representative**

Concentrix UHC-Midland, NC  
February 2020 to October 2021

Customer service representative for medicare and retirement insurance, helped with answering questions to scheduling doctor appointments. I also assisted with claim issues, speaking with providers.

### **Billing department representative**

Center for Emotional Health-Concord, NC  
January 2019 to December 2019

Submit Medicaid claims for new or existing patients, submitted anywhere between 50-100 a day.

### **Call Center Representative**

Infinity-Monroe, NC  
May 2018 to October 2018

Scripted calls, make outbound calls. 75% calling and 25% notate in log.

## Education

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### **High school or equivalent**

Central Cabarrus High School - Concord, NC  
2010 to 2014

## Skills

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- Excel (5 years), Microsoft Word (7 years), PowerPoint (7 years), Microsoft Office (7 years), Customer Service, Call Center, Front Desk, Greet
- Upselling
- CRM Software
- Sales

- Negotiation
- Typing
- Customer service
- Windows
- Salesforce
- Customer support
- Communication skills
- Organizational skills
- Time management
- Microsoft Office
- Microsoft Excel
- Microsoft Word