

ROSHONDA HUMPHREY

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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PROFILE SUMMARY

Compassionate and detail-oriented Customer Service Representative with over 10 years of experience in high-volume call centers and financial support environments. Adept at handling sensitive health and financial data with discretion and accuracy. Proven ability to build trust and long-term relationships with clients, resolve issues efficiently, and meet performance metrics consistently. Brings strong communication, problem-solving, and data entry skills tailored to the healthcare industry.

EDUCATION

2003 - 2007
HUNTSVILLE HIGH

- Diploma

2012 - 2016
DALLAS CHRISTIAN COLLEGE

- 36 credit hours completed
- GPA: 3.8 / 4.0

SKILLS

- Healthcare Customer Support
- Patient-Centered Communication
- Call Center Operations
- Data Entry & Documentation
- HIPAA Compliance Awareness
- Payment & Billing Resolution
- Claims Inquiry Support
- CRM & Database Management
- Customer Service Training
- English Fluency

WORK EXPERIENCE

Capital One 2019 - 2025
Senior Customer Service Representative

- Delivered high-quality service in a fast-paced, deadline-driven environment, addressing an average of 550 inquiries per week.
- Completed customer service training focused on enhancing client satisfaction and operational productivity.
- Consistently exceeded benchmarks in speed, accuracy, and resolution, contributing to improved customer loyalty and retention.
- Maintained compliance with data privacy policies and supported customers through empathetic, effective communication.

Advanced Inc. 2012 - 2019
Financial Assistant

- Handled large volumes of outbound calls while maintaining professionalism and empathy, especially when assisting with billing and claims inquiries.
- Processed transactions and payment updates with 98% accuracy.
- Resolved complex customer service issues efficiently and documented each interaction in internal systems for continuity of care and support.

Dallas Christian College 2012 - 2016
Financial Assistant

- Assisted students in completing documentation and financial aid applications (FAFSA), ensuring data integrity and adherence to federal guidelines.
- Delivered clear guidance on sensitive processes, reinforcing trust and understanding between institution and student body.