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KELLY-ZENA AHRENS

Customer Service Manager

PROFESSIONAL SUMMARY

Customer Service Specialist with over 14 years of extensive experience in diverse roles, including healthcare, financial, and customer service industries. Demonstrates strong skills in workplace organization, de-escalation techniques, and people management, with a proven track record in enhancing customer satisfaction and operational efficiency. Proficient in Microsoft Applications and known for analytical problem-solving abilities, aiming to leverage extensive experience to drive team success and customer engagement.

EMPLOYMENT HISTORY

CUSTOMER SERVICE / COLLECTIONS SPECIALIST

Nov 2023 - Present

Synchrony Financial

Remote

- ◆ Manage customer issues, achieving high satisfaction and efficient transaction processing.
- ◆ Train new hires, enhancing their skills for effective customer interaction.
- ◆ Utilize Microsoft and Citrix for proficient documentation and technical support.
- ◆ Analyze debts, implement strategies to improve timely payment rates.
- ◆ Recognized for governance, aiding project leaders with virtual call support.
- ◆ Implemented forward-thinking strategies to manage customer concerns, utilising advanced de-escalation techniques for challenging situations.
- ◆ Actively participated in team chats, assisting colleagues with challenging situations and fostering a supportive work environment.

ER TRIAGE SPECIALIST / MEDICAL SECRETARY

Nov 2017 - Jan 2024

HCA Florida Trinity Hospital

- ◆ Register ER walk-in and EMS patients with proficiency and accuracy.
- ◆ Demonstrated problem-solving and critical thinking skills through triage and continuous patient monitoring to coordinate bed flow based on acuity.
- ◆ Implemented a streamlined ER data management file to maintain patient records, increasing accuracy and efficiency.
- ◆ Answer multiline telephones and respond to emails or text messages promptly and professionally to assist patients, family members, and medical professionals.
- ◆ Manage on-call providers per specialty to coordinate specialist care in trauma situations.
- ◆ Liaise between ER providers and specialists to coordinate care.
- ◆ Facilitate hospital-to-hospital transfers and manage appropriate transfer paperwork.
- ◆ Support law enforcement, firefighters, and paramedics with inbound patients to maintain smooth transfer of care.
- ◆ Oversee patient admission and treatment documents to meet organizational standards.
- ◆ Collaborate effectively with all departments and providers to deliver quality patient care.
- ◆ Coordinate trauma responses and manage coordinating paperwork.
- ◆ Work with and coordinate care for BH and SA individuals for 7 years.
- ◆ Protect patient privacy and uphold HIPAA compliance with the utmost importance.
- ◆ Manage department supplies and inventory while maintaining scanning accuracy in the 90th percentile.
- ◆ Assisted with training and support for new staff, reducing onboarding time and improving overall team efficiency.
- ◆ Provided prompt, excellent administrative and clerical support to all medical staff, ensuring smooth workflow and enhancing overall patient experience.
- ◆ Proficiency with Microsoft, Citrix, Kronos, and Electronic Health Records applications.

NURSING ASSISTANT
Brooksville Health & Rehab

Jun 2016 - Sep 2017

- ♦ Supported diagnostic and treatment procedures, including setting up and operating specialized medical equipment.
- ♦ Rendered patient-specific hands-on nursing care under direct RN supervision, adhering to medical policies and procedures.
- ♦ Document over 15 activities and recorded information in the Electronic Medical Records system.
- ♦ Prompted continuity of care by accurately and altogether communicating the patient's status to other caregivers.
- ♦ Consulted nurses and doctors to develop patient care plans and evaluate treatment options.

MEDICATION TECHNICIAN
Spring Hill Assisted Living Facility

Jun 2014 - Jun 2016

- ♦ Ensured HIPAA compliance by verifying patient identity, maintaining privacy and security.
- ♦ Administered medications and insulin on schedule, ensuring patient adherence to treatment.
- ♦ Monitored patient reactions post-medication, documenting progress or adverse effects.
- ♦ Maintained precise records of medication administration and daily activities.
- ♦ Disposed of unused medications following strict protocols, ensuring safety and compliance.

MUSIC/ENTERTAINMENT WRITER
Full Access Magazine

2013 - 2014

- ♦ Wrote and edited articles, ensuring factual accuracy and engaging content for readers.
- ♦ Developed compelling story ideas, enhancing audience engagement and publication reach.
- ♦ Built and maintained a robust network of industry contacts for exclusive insights.
- ♦ Sourced unique images to enrich articles, improving visual appeal and reader interest.
- ♦ Analysed music trends to craft compelling articles to enhance readership engagement.

TEAM MEMBER, LEAD
Burger King

2011 - 2012

- ♦ Cultivated a positive work environment, mentoring new team members and promoting seamless cooperation across departments.
- ♦ Ensured strict adherence to food safety standards and quality control measures. Maintained impeccable cleanliness and organisation in all areas.
- ♦ Spearheaded customer service excellence, fostering a welcoming atmosphere. Streamlined order processing, reducing wait times and enhancing overall dining experience.

EDUCATION

DIPLOMA
Nature Coast Technical High School

Aug 2013 - May 2014
Brooksville, FL

AA
Pasco Hernando State College

Aug 2024 - Dec 2026
New Port Richey, FL

Business Analytics and Information Systems

SKILLS

Customer Service (*Expert*), Technical Support (*Experienced*), People Management (*Skillful*), Information Security (*Skillful*), Diversity (*Skillful*), Inclusion (*Skillful*), Data Mining (*Skillful*), Investigative skills, Time Management, Verification Software, CRM, Microsoft Applications, Google Workspace, Problem Solving, De-escalation Techniques, Workplace Organization, Detail Oriented, Collections.

LANGUAGES

English (*Native*).

REFERENCES

Summer Anderson , Bo Knows Wheels (+13524420143); **Climarceia Ahrens**, HCA Healthcare (7272710884).