

Coral Barger

Bloomfield, NJ 07003

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Authorized to work in the US for any employer

Work Experience

Customer Service Representative

K9 Resorts Emerson - Emerson, NJ

August 2023 to January 2024

- Answered incoming phone calls, responded to emails and voicemails.
- Took customers on tours (either walk-ins or scheduled) to show them the facility, give prices, go over our procedures, give info on vaccinations, refund policy, daycares, and different package offers.
- Gave customers over-the-phone tours if unable to come into the facility.
- Took private-play dogs out for one on one play sessions, anywhere from 3 dogs to 30 dogs.
- Did feedings (AM and PM), administered medications, kept rooms/suites clean and sanitary, did paperwork for the upcoming day, posted photos to our social media accounts, did body checks on every boarding dog checking in, kept the front desk clean and sanitized, and made sure to file all finished/updated paperwork.
- Called vets to get updated vaccine records, or called/left voicemails for parents if we were unable to obtain from the vet.

Administrative Assistant

Solace Behavioral Health, LLC - New Port Richey, FL

January 2021 to July 2021

- Answer incoming phone calls
- Call patients to confirm upcoming appointments
- move around and reschedule appointments
- call pharmacies and check on prescriptions for patients
- communicate with therapists and nurse practitioners as well as doctors about any issues with a patient
- document all paperwork that has been faxed or emailed
- verify insurances as well as upload insurance verifications to patient charts
- listen to and return voicemails
- answer patient questions and concerns

Internet Tech Support

Concentrix (Spectrum) - Tampa, FL

June 2019 to December 2020

Taking inbound calls to assist customers with any and all troubleshooting steps necessary to help them with their internet issues.

Verifying and authenticating customers with security codes and questions.

Handling delicate customer information on a daily basis as well as customer accounts and equipment.

Using remote access to assist customers with their equipment needs.

Scheduling and following up on technician visit as well as making sure that all customer issues are resolved.

Offering quality customer service each and every day and always thinking outside the box to resolve all issues as well as making sure each customer is happy and satisfied.

Technical Support Representative

AT&T - Fleming Island, FL

March 2018 to June 2019

Provided over the phone technical assistance to customers all over the country while maintaining the highest level of quality customer service.

Used multitasking skills to answer phone calls while typing out customer information, taking detailed notes on the call, and asking relevant questions to find and solve the customers specific internet issue.

Scheduled dispatches for issues residing outside of the home, ordered and shipped out new modems/routers to replace broken ones, and scheduled call backs to update customers on outages and to check up on certain issues to make sure that the issue(s) we're still completely resolved.

Sent and received customer help emails and built great customer relationships.

Daycare Teacher

Childtime Learning Centers - Fleming Island, FL

November 2017 to March 2018

Was responsible for the well being of up to 12 children in each class room.

Had to keep a detailed time schedule of attendance and daily activities of each child.

Very dynamic environment in which I would switch age groups and classrooms constantly.

Maintained good relationships with the parents to give them feedback and give a detailed description to each parent about their child's day and what they learned.

Went through the process to make sure I was well educated on the job as well as taking the necessary classes to get my teaching certifications to better understand and help the children in my class.

Customer Service Representative

Publix - Middleburg, FL

August 2015 to September 2016

Provided high quality customer service with warm greetings to every customer and providing assistance when needed.

Maintained a clean environment for the customers by cleaning the store daily.

Kept customers informed on current promotions and sales and any upcoming deals they may be interested in.

Assisted other coworkers in their daily job duties.

Received and handled customer complaints as well as helping with special item orders and assisting customers in finding items throughout the store.

Did cashiering and handling company money on a daily basis while making sure that my area was kept clean and organized and well stocked on bags and other things needed for my daily job duties.

Education

High school or equivalent

Skills

- Paint
- Tech Support
- Customer Service
- Call Center
- Help Desk
- Iphone
- Desktop Support
- Troubleshooting
- Remote Access Software
- Behavioral Health
- Medical office experience
- Medical terminology
- Customer service
- Computer skills
- Communication skills
- Typing
- Front desk
- Medical receptionist
- Patient care
- Administrative experience
- Office experience
- Patient service
- Experience with children
- Applied behavior analysis
- Data collection

- Childcare
- Medication administration
- Classroom experience
- Microsoft Office
- Management
- Microsoft Word
- Microsoft Excel
- Organizational skills
- English
- Microsoft Powerpoint
- Time management

Certifications and Licenses

Driver's License

March 2022 to October 2024

Assessments

Attention to detail — Proficient

January 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Customer service — Proficient

March 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Cleaner fit — Proficient

April 2022

Measures the traits that are important for successful cleaners

Full results: [Proficient](#)

Work motivation — Proficient

December 2020

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Work style: Reliability — Completed

January 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Completed](#)

Retail customer service — Proficient

January 2023

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

January 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Proofreading — Proficient

January 2022

Finding and correcting errors in written texts

Full results: [Proficient](#)

Medical receptionist skills — Proficient

May 2023

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.