# Solomiya Eom

*Customer Service Professional*

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*Layout style: hybrid*

## Summary

Friendly, organized customer service professional with 9+ years of progressive experience in high-volume retail, hospitality, and office environments. Adept at responding to client needs, managing sensitive information, supporting sales teams, and facilitating day-to-day operations. Experienced in working alongside licensed professionals in regulated settings, with a strong track record for reliability, attention to detail, and developing client relationships. Currently pursuing Florida Life and Health Insurance License to advance career in insurance benefits administration.

## Experience

### Customer Service Representative at Sunrise Medical Supply

01 Apr 2021 – Present

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* Regularly coordinate with in-house licensed agents ensuring accurate relay of information for customer insurance questions; manage appointment booking for insurance consultations.
* Prepare and verify client intake forms, supporting correct data transfer into company system; maintain sensitive client files in compliance with company privacy standards.
* Assisted with bi-annual enrollment awareness campaigns, creating handouts and simple PowerPoint presentations to educate customers about Medicare Open Enrollment with direction from managers.
* Resolved an average of 45 customer inquiries per week, achieving a customer satisfaction feedback rate of over 90%.

### Client Services Associate at Coastal MarketPlace

01 Aug 2016 – 01 Feb 2021

Supported day-to-day front office operations, including greeting customers, scheduling appointments for the health clinic, processing payments, and reconciling end-of-day accounts.

* Supported day-to-day front office operations, including greeting customers, scheduling appointments for the health clinic, processing payments, and reconciling end-of-day accounts.
* Responded to basic health benefit inquiries, referring complex insurance questions to licensed providers.
* Managed clinic and retail communications, assisting in the distribution of benefit information fliers and enrolling customers in loyalty rewards programs.
* Developed positive relationships with repeat customers, assisting with follow-up calls regarding service satisfaction and upcoming appointments.
* Helped coordinate small promotional events and in-store health information sessions under supervision.

### Administrative Assistant at Evergreen Title & Notary

01 Mar 2013 – 01 Jun 2016

Provided office support to notaries and title agents by managing client files, data entry, and processing basic insurance-related forms.

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* Drafted and edited client correspondence, document summaries, and appointment confirmations.
* Maintained document storage and filing systems, safeguarding sensitive information.
* Assisted with project-based tasks, including organizing team meetings and tracking vendor contacts.

### Front Desk Associate at Ocean Breeze Inn

01 Oct 2009 – 01 Feb 2013

Delivered front-desk service in a busy hospitality environment, answering guest inquiries, managing reservations, and handling payment transactions.

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* Coordinated with housekeeping and maintenance, resolving guest concerns efficiently.
* Recognized for consistently friendly and professional service.

### Family Commitment Leave at Career Gap

01 Jul 2016 – 31 Jul 2016

Took one-month leave for family commitment.

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## Education & Training

### Bachelor of Arts, Sociology

Florida Atlantic University

– 01 May 2009

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| **Skills**  Client Service & Support, Appointment Scheduling, Phone & Email Communication, Data Entry & Record Management, Document Preparation, Claims Intake (Basic), Benefits & Policy Information Support, Cash Handling & Payment Processing, Inventory Tracking, Problem Solving, Team Collaboration, MS Office Suite, CRM & POS Systems, Customer Complaint Resolution, Basic Bilingual Skills, Multitasking & Task Prioritization, Event & Meeting Coordination, Confidentiality Practices, Adaptability to New Systems, Time Management  **Languages**  English — Fluent  Spanish — Conversational proficiency (basic speaking, reading)  **Certifications**  Florida Life, Health & Annuity License  Introduction to Employee Benefits | 2023-01-01  Coursera  **Awards**  Maintained client satisfaction rating above 90% at Sunrise Medical Supply for two consecutive years.  Sunrise Medical Supply  Maintained client satisfaction rating above 90% at Sunrise Medical Supply for two consecutive years.  Coordinated logistics for 15+ enrollment education events at Coastal MarketPlace, increasing event attendance by 30% in 2019. | 2019-01-01  Coastal MarketPlace  Coordinated logistics for 15+ enrollment education events at Coastal MarketPlace, increasing event attendance by 30% in 2019.  Awarded “Star Service Representative” three quarters in 2022 at Sunrise Medical Supply. | 2022-01-01  Sunrise Medical Supply  Awarded “Star Service Representative” three quarters in 2022 at Sunrise Medical Supply. | **Interests**  Adapting to new software and office procedures: Adept at adapting to new software and office procedures, quick to learn agency-specific systems  **References**  Available upon request |