# Jana Knežević

*Customer-Focused Professional in Healthcare-Adjacent Support*

Madison · WI · US

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| **Profile**  Customer-focused professional with over 12 years of experience in service-oriented roles across retail, healthcare-adjacent environments, and administrative support. Proven ability to manage customer interactions, coordinate operational tasks, and collaborate effectively within team settings. Skilled in communication, organization, and problem-solving, with a strong commitment to delivering positive experiences. Recently transitioning into healthcare-adjacent product and service support roles, with growing interest in health technology and patient-centered solutions. Currently pursuing foundational training in digital health tools and product lifecycle awareness. Seeking to leverage transferable skills in a purpose-driven environment focused on improving health outcomes.  **Skills**  Customer Experience Coordination, Cross-Functional Communication, Stakeholder Interaction, Process Documentation, Team Collaboration, Problem Solving, Time Management, Basic Data Reporting, User Feedback Collection, Microsoft Office Suite, Google Workspace, CRM Tools, Inventory & Workflow Support, Digital Form Management, Patient Communication, Adherence Support, Service Interaction Logging, Attendance & Scheduling Coordination, Multitasking in High-Traffic Environments, Professional Phone Etiquette, Conflict Resolution, Regulatory Compliance Awareness, Experience with Confidential Information Handling, Team Coordination in Service Settings, Operational Support in Retail & Pharmacy Environments, Training Onboarding, Journey Mapping, User-Centered Design, A/B Testing Concepts, Analytics Tools  **Languages**  English — Fluent  Serbian — Native/Bilingual proficiency  Croatian — Conversational  **Awards**  Improved Intake Efficiency | 2021  CVS Health  Contributed to a revised intake workflow that reduced average patient wait time by 12% during peak hours.  OTC Sales Growth  Hy-Vee  Supported a targeted wellness promotion resulting in a 10% increase in non-prescription supplement sales during flu season.  Digital Transition Support  UW Health  Assisted in digitizing 800+ patient records, improving retrieval time and reducing paper waste.  Team Training Support | 2020, 2022  CVS store leadership  Recognized for supporting onboarding of 15+ new associates through role clarity and peer mentoring.  **Certifications**  HIPAA Compliance Training | 2018  CVS Health  HIPAA Compliance Training | 2021  CVS Health  Customer Service Excellence Certification | 2015  Hy-Vee  Certified Product Manager Training | 2024-09-30  **Interests**  Patient advocacy and health literacy initiatives  Technology for social good  Cross-cultural communication  Hiking and community wellness events | **Experience**  **Customer Service & Operations Associate at CVS Health**  01 Mar 2018 – Present  Deliver customer-facing support in a retail pharmacy environment with indirect exposure to clinical operations. Serve as a point of contact for prescription intake, refill coordination, and non-medical patient inquiries. Interact with pharmacy technicians and clinical staff to relay logistical information and support workflow efficiency. Role involved indirect exposure to pharmacy operations but no direct involvement in clinical decision support, product development, or system design.   * Managed 50+ daily customer interactions in person and via phone, maintaining 92% satisfaction in post-visit surveys (based on internal metrics). * Supported prescription processing by verifying patient details, insurance information, and coordinating call-backs—reducing intake delays by an estimated 15%. * Maintained compliance with documentation standards and privacy protocols when handling personal health information. * Participated in team huddles and operational reviews to identify service bottlenecks and improve front-desk efficiency. * Assisted in training new associates on customer service protocols and POS systems (assisted trainers; not lead).   **Retail Sales & Merchandising Specialist at Hy-Vee, Inc.**  01 Jun 2012 – 01 Feb 2018  Provided front-line customer service in a full-service grocery and pharmacy-embedded retail setting. Supported operations in departments including wellness, pharmacy curb-side pickup, and over-the-counter product guidance.   * Managed inventory rotation and product placement for health and wellness sections, including supplements and medical devices. * Answered customer questions about non-prescription health products, directing clinical inquiries to in-store pharmacists. * Collaborated with pharmacy staff on promotional campaigns, increasing OTC sales by 10% during seasonal health awareness months. * Operated POS systems, processed transactions, and resolved customer concerns related to billing and returns. * Participated in a pilot program to digitize customer feedback forms, contributing to a smoother checkout experience.   **Administrative Support Associate at UW Health**  01 Jan 2010 – 01 May 2012  Provided administrative support in a hospital outpatient department, assisting with scheduling, patient check-in, and records coordination.   * Supported patient intake by verifying appointment details and collecting basic demographic information. * Maintained electronic logs of non-clinical patient inquiries and routing issues to appropriate departments. * Ensured office supplies and printed materials were stocked and up-to-date for daily operations. * Assisted in digitizing paper-based forms, reducing retrieval time for archived records by 25%. * Gained familiarity with patient privacy standards and the importance of data accuracy in healthcare settings.   **Education & Training**  **Bachelor of Arts, Communication Studies**  University of Wisconsin–Madison  – 01 May 2009  **Professional Development, Healthcare Technology & Service Design Fundamentals**  Coursera  01 Oct 2023 – 01 Jun 2024  **References**  Available upon request. |