



DAN TUCKER

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Summary

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.

Skills

- Document Control
- Service-Oriented
- Insurance Coverage Verification
- Time Management
- Verbal and Written Communication
- Critical Thinking
- Administrative Functions
- Team Training and Development
- Client Account Management
- HIPAA Compliance
- Data Entry
- Billing Inquiries
- Customer Account Review
- Requirements Reviews
- Insurance Eligibility
- Multitasking and Prioritization
- Courteous with Strong Service Mindset
- CRM Software
- Responding to Difficult Customers
- POS Systems and Ordering Platforms
- Building Customer Trust and Loyalty
- Upbeat and Positive Personality
- Customer Service

Experience

McKesson Specialty Health | Scottsdale, AZ

Senior Pharmaceutical Insurance Specialist

01/2018 - 03/2023

- Provided leadership and training for new agents regarding industry best practices and company policies.
- Contacted Insurance providers and submitted forms to obtain Pharmacy coverage.
- Greatly improved office operations by reducing backtracking of work through creation of material movement process.
- Understood and followed oral and written directions.
- Motivated and encouraged team members to communicate more openly and constructively with each other.
- Recognized by management for providing exceptional customer service.

United Web | Scottsdale, AZ

Customer Service Representative

10/2016 - 01/2018

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Answered inbound calls, chats and emails to facilitate customer service.
- Set up and activated customer accounts.
- Consulted with customers to resolve service and billing issues.
- De-escalated problematic customer concerns, maintaining calm, friendly

demeanor.

GoDaddy | Gilbert, AZ
Customer Sales and Service Expert
04/2015 - 09/2016

- Handled irate customers smoothly to achieve performance targets.
- Offered ongoing support to customers after sales by answering additional questions and resolving issues.
- Employed effective selling techniques by promoting product benefits and influencing decision-makers.
- Engaged customers with interesting, informative presentations to highlight benefits and overcome objections.
- Used consultative sales techniques to overcome objectives during sales presentations.

Safelite Call Center | Chandler, AZ
Customer Service Associate
01/2014 - 03/2015

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Consulted with customers regarding needs and addressed concerns.
- Followed policies and procedures to meet or exceed established performance requirements.
- Met and exceeded productivity targets by handling every interaction with top-notch customer service.
- Trained new hires on products and services, best practices and protocols to reduce process gaps.

Discount Cab | Mesa, AZ
Driver
09/2009 - 01/2014

- Followed safety rules to keep clean driving record with no accidents or incidents.
- Cleaned vehicle regularly to maintain professional appearance.
- Maintained vehicle to maximize passenger satisfaction.
- Appeared at designated appointments according to schedule.
- Achieved consistently high customer scores due to exceptional service.
- Offered riders information about local attractions and restaurants.

Education and Training

Community College of The Air Force | Montgomery, AL
Associate of Applied Science in Aeronautical Engineering
12/2004