

Shalom Watson

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Professional Summary

Dedicated Client Services and Customer Support Professional with over 10 years of experience in call center operations and 5+ years in remote environments across healthcare, e-commerce, and technology. Skilled in managing high-volume inquiries, de-escalating complex situations, and delivering clear, empathetic solutions that build trust and improve client satisfaction. Experienced in using CRM and call management platforms, including CX1, to streamline workflows and ensure seamless communication across teams. Recognized for reliability, adaptability, and strong problem-solving skills that support both customer needs and organizational goals.

Relevant Experience

Independent Contractor - Remote Customer Support | 2020-Present|

- **Oak Street Health** - Recently acquired contract as a non-clinical contact center representative assisting providers and patients with primary care scheduling, prescriptions, prior authorizations, and referrals. |**May 2026 - Present**|
- **Saferide Health** - Current contract as scheduling transportation services for Medicare Advantage/Medicaid members, insurance providers, and medical providers. |**Feb 2026 - Present**|
- **Direct Response TV** - Current contract placing orders for customers responding to infomercials and online ads. Responsible for taking payments, upselling, downselling, and scripting. |**Jan 2026 - Present**|
- **Teladoc Health** - Past contract delivering patient support via phone for virtual care appointments. Assisted with eligibility (RTE) and medical history profile updates |**2020-2022**|
- **Intuit TurboTax** - Past contract in which I completed product training and assisted users with basic account access and navigation for tax preparation software during the peak tax season. |**2022**|
- **Pandora Jewelry** - Past contract in which I supported customers with order tracking, returns, and product questions across online and retail channels, using web-based CRM and e-commerce tools. |**2021-2022**|
- Provided remote customer support as a self-employed contractor for multiple national clients, primarily using Software-as-a-Service (SaaS) platforms to assist customers in healthcare, finance, retail, and e-commerce.
- Maintained productivity and professionalism while working independently, balancing multiple client tools, protocols, and support platforms.
- Demonstrated adaptability and technical fluency across various SaaS Systems, including CRM, ticketing, and secure login platforms.
- Contracts with BPO marketplaces like NexRep, LiveOps, Inktel, Omni Interactions, utilizing Sernova, NICE, Jira Ticketing and Escalations, Slack, OpenForce, Teams, ShiftBoard, CNXU, and Five9 cloud platforms.

Robert Half - Contractor for Optum/UnitedHealth Group | Remote | March 2025 - November 2025

- Radiology Scheduling Coordinator - Owensboro Health Network
- Provided outbound patient scheduling support using Epic Software for Owensboro Health's radiology dept, coordinating appointments for mammograms, MRIs, bone density exams and other diagnostic services.
- Ensured accurate documentation of patient demographics, insurance details, and physician order in compliance with HIPAA and scheduling protocols.
- Collaborate with clinical staff and internal systems to verify procedure requirements and minimize rescheduling or delays. .
- Maintained a high level of professionalism and accuracy while working remotely under contract through Robert Half.
- Handled overflow patient and provider inbound calls to schedule exams (US, CT, NM, MRI, Infusions)

Omnicare365 - Member Services Representative Remote | April 2023-Jan 2025

- Recipient of the 2023 UnitedHealthcare Heartbeat Award for outstanding service and commitment to member care.
- Handled both inbound and outbound calls in a fast-paced, high-volume environment with empathy and efficiency.
- Submitted and tracked grievances and appeals, maintaining compliance with CMS guidelines and internal protocols.
- Scheduled primary care appointments and nonemergency transportation, coordinated with providers, and followed up to ensure member needs were met.
- Supported Medicare/Medicaid dual plan members on behalf of UnitedHealthcare, verifying benefits, assisting with coverage questions, and resolving service issues.

Archwell (now Moder) - Mortgage Customer Support Specialist Remote | 2022-2023

- Provided inbound customer support for Freedom Mortgage homeowners, assisting with escrow accounts, tax and insurance disbursements, and account inquiries.
- Conducted soft collections by making outbound courtesy calls after due dates using an automated dialer system, helping customers stay current with their mortgage obligations.
- Resolved customer concerns regarding payment postings, escrow analysis, and loan documentation while maintaining compliance with financial regulations.

SCS (Securus Contact Systems) - Virtual Receptionist | 2018- 2020

- Provided professional answering services for a diverse portfolio of 2,000+ clients, including medical offices, property management firms, government agencies, HVAC/plumbing companies, and small businesses.
- Handled high-volume inbound calls across industries, following client-specific scripts to gather accurate information and ensure timely message delivery.
- Dispatched urgent calls by paging or directly contacting on-call personnel for afterhours repairs, emergencies, or service requests.
- Maintained strong attention to detail while managing multiple client protocols, ensuring messages were delivered per client expectations.
- Worked independently on graveyard shift, maintaining reliability, accuracy, and professionalism with minimal supervision.

Corvel Corporation - Technical Support Representative | 2018

- Provided inbound technical support in a small call center environment, assisting users with multi-factor authentication (MFA) and account access issues.
- Walked callers through troubleshooting steps such as clearing cache, resetting passwords, and verifying system settings to regain access to secure platforms.
- Ensured HIPAA verification protocols were followed before granting access to systems containing protected health information (PHI).

StubHub - Case Manager & /Technical Liaison (StubWatch) | 2015 - 2018

- Promoted to Case Manager, a senior customer support role handling escalated and complex cases involving ticket delivery issues, event-day complications, and refund investigations. Assisted with offsite LMS events including signage, kiosk set up with VPN and Wifi, customer service and ticket handling.
- Selected to support StubWatch, StubHub's internal tech team, by identifying and escalating bugs, site issues, and user experience problems reported by customers.
- Investigated technical complaints by replicating issues, documenting findings, and coordinating with developers for resolution.
- Served as a liaison between tech teams and frontline support, providing follow-up communication to customers regarding issue status and resolution.
- Maintained high accuracy in case documentation and follow-through, helping streamline bug tracking and improve platform stability.

Skills

Virtual Communication Tools (Zoom, Adobe, Teams)

Multi-Channel Experience (Email, Chat, Phone)

Remote Call Center Platforms (CX1, Five9, Zendesk, Salesforce, Serenova, Service Cloud)

Customer Service Excellence

Technical Proficiency

Time and Task Management

Collaboration

Adaptability

Written Communication

Data Entry & Accuracy

Process Improvement

Logistics

Microsoft Suite

Bug Tracking

EHR

Education

2021 Associate of Science - General Studies

