Brooke Zahiyah Newberry

Hawkinsville, GA • Remote-Ready
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Professional Summary

Results-driven customer service and administrative professional with proven experience in remote support, healthcare customer engagement, and data management. Adept at handling sensitive information, resolving complex customer concerns, and maintaining high performance in fast-paced, virtual environments. Strong background in CRM systems, technical support, and client relations, with a commitment to delivering exceptional service and operational efficiency.

Professional Experience

Virtual Customer Service Representative (Independent Contractor)

NexRep Marketplace | Remote
01/2024 – Present

- Provided remote customer support for healthcare clients including Teladoc and WellDyne through a third-party contracting platform
- Managed 60–80+ inbound calls per day while maintaining professionalism and accuracy in a high-volume environment
- Achieved 90%+ first-call resolution rate by effectively identifying customer needs and delivering timely solutions
- Maintained 95%+ customer satisfaction scores (CSAT) through empathetic communication and problem-solving
- Assisted customers with telehealth access, prescription benefits, and account navigation while ensuring 100% HIPAA compliance
- Reduced average handling time (AHT) by 10–15% by streamlining workflows and improving call efficiency
- Documented 100% of customer interactions in CRM systems, ensuring accurate case tracking and follow-up
- Adapted quickly across multiple client programs, maintaining performance benchmarks across varying systems and scripts
- Maintained 98%+ schedule adherence in a fully remote, independent work environment

Enrollment Specialist

Anthology Inc. | Remote
01/2021-*12/2023*

- Managed a pipeline of 50–100 prospective students weekly, guiding them through the enrollment process
- Maintained high conversion rates by effectively addressing concerns and providing detailed program information
- Achieved 98%+ data accuracy in CRM systems, ensuring compliance and streamlined enrollment tracking
- Handled high-volume inbound/outbound communication while maintaining professionalism and responsiveness

Customer Service Representative (WAH Advisor)

Concentrix | Remote
01/2018-*12/2020*

- Handled 70+ customer interactions daily via phone and chat support
- Consistently met or exceeded KPIs including AHT, CSAT (90%+), and resolution time
- Reduced escalations by 15–20% through effective de-escalation techniques and problem resolution
- Maintained detailed documentation for 100% of customer interactions

Outpatient Registration Clerk

Taylor Regional Hospital | Hawkinsville, GA
01/2015-12/2017

- Registered 100+ patients per shift, ensuring accurate data entry and insurance verification
- Maintained 100% compliance with HIPAA and healthcare regulations
- Improved intake efficiency, contributing to reduced patient wait times

Sales Consultant

Farmers Home Furniture | Hawkinsville, GA

01/2014-12/2014

- Consistently met or exceeded monthly sales goals by 10–20%
- Built strong customer relationships, contributing to repeat business and referrals
- Processed transactions and financing applications with high accuracy and attention to detail

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Education

Bachelor of Business Administration (In Progress)
Strayer University
Expected Graduation: 2027–2028 • GPA: 4.0

Medical Administrative Assistant

Ultimate Medical Academy

Graduation Date: March 2022

Certifications

- Cybersecurity
- Project Management
- Human Resources
- Medical Administrative Assistant

Core Skills

- Remote Customer Support
- Healthcare Customer Service (HIPAA Compliance)
- CRM Systems & Data Entry
- Call Center Operations
- Problem Resolution & De-escalation
- Technical Support
- Time Management & Self-Motivation
- Client Relationship Management

Technical Tools

CRM Systems • Data Entry Platforms • Microsoft Office Suite • Google Workspace • Virtual Call Center Software