

YUSUF OLUWATOBI HAMZAT

CUSTOMER SERVICE REPRESENTATIVE | CUSTOMER SUPPORT | CUSTOMER EXPERIENCE

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PROFESSIONAL SUMMARY

Customer service and customer experience professional with experience supporting U.S. healthcare insurance customers, client-facing SaaS operations, and logistics customers. Proven ability to handle high-volume inbound and outbound calls, resolve complex inquiries, explain technical or financial information in simple language, and protect sensitive customer data. Experienced in remote work, CRM/EHR workflows, appointment coordination, benefits and claims support, documentation, and KPI-driven service. Recognized for empathy, accuracy, efficiency, problem-solving, and consistently exceeding service expectations.

CORE COMPETENCIES

- Customer Service & Customer Experience | Inbound & Outbound Calls | High-Volume Call Handling
- Customer Support | Patient Support & Advocacy | Benefits & Eligibility Verification | Claims Support
- Coordination of Benefits | Deductibles | Co-pays | Coinsurance | Prior Authorization | Appointment Scheduling
- Conflict Resolution | De-escalation | Active Listening | Empathetic Communication | Problem-Solving
- CRM & Customer Records | EHR/EMR Workflows | Data Accuracy | Documentation | Follow-up Management
- Remote Customer Support | Email & Phone Support | Microsoft Office | Teams | Slack | Zoom

PROFESSIONAL EXPERIENCE

Virtual Customer Service Representative | Healthcare Insurance Brands (Freelance, USA) | Recent Experience

Handled up to 150 inbound calls while conducting outbound calls to patients and clients, maintaining professional and empathetic service in a high-volume environment.

Resolved questions related to healthcare insurance benefits, eligibility, claims, and patient financial responsibility with clear and accurate explanations.

Explained coordination of benefits, deductibles, co-pays, and coinsurance in simple language, improving customer understanding and reducing billing complaints by 20%.

Performed benefits and eligibility verification and supported prior authorization, appointment scheduling, patient advocacy, and appropriate call routing.

Collected and updated patient demographics and insurance information in Epic EMR, maintaining 99.8% data integrity.

Worked with healthcare workflows involving medical billing, claims processing/adjudication, denial management, and ICD-10/CPT-related information within role scope.

Protected confidential patient information through strict HIPAA compliance and secure handling of Protected Health Information (PHI).

Consistently received Exceeds Expectations performance ratings for empathy, efficiency, accuracy, and quality of service.

Customer Success Outcome Executive | Reliance Infosystems | 2023 – 2024

Served as a primary client contact through phone and email, responding to customer needs and ensuring timely follow-up and resolution.

Maintained accurate quotations, invoices, client records, and internal documentation while coordinating with IT teams and stakeholders.

Supported digital adoption initiatives and organized virtual workshops to help clients understand and adopt digital solutions.

Maintained structured customer records and proactive follow-up processes to support customer satisfaction and successful outcomes.

Operations & Customer Service Representative | Logisticx & Alphabet | 2022 – 2023

Handled customer requests and maintained accurate call, dispatch, and service records in a fast-paced logistics environment.

Coordinated daily dispatch schedules and documentation while liaising with international logistics partners including DHL and FedEx.

Improved customer retention by 20% through structured follow-up processes, customer communication, and service reporting.

National Youth Service Corps Member | Osun State Agricultural Development Corporation | 2021 – 2022

Managed customer/stakeholder documentation for farmer loan applications and maintained accurate administrative records.

Conducted field inspections, prepared reports, delivered training sessions, and maintained compliance documentation.

Research Assistant (Graduate Intern) | International Livestock Research Institute | 2019 – 2020

Conducted structured data collection, maintained survey records, and prepared accurate reports for senior researchers.

TECHNOLOGY & SYSTEMS

Epic EMR | Cerner EHR/EMR | Salesforce | Zendesk | Medical Billing Software | CRM Platforms | Microsoft Word, Excel & PowerPoint | Microsoft Teams | Slack | Zoom

HEALTHCARE KNOWLEDGE

HIPAA Compliance | PHI Handling | Benefits & Eligibility | Claims Processing & Adjudication | Denial Management | Medicare/Medicaid Guidelines | ICD-10 & CPT Codes | Co-pay, Deductible & Coinsurance Calculations | Provider Credentialing

EDUCATION

Bachelor of Agriculture (Animal Science) – First Class Honors | University of Ibadan, Nigeria | 2020

National Diploma in Agricultural Technology – Distinction | The Polytechnic Ibadan, Nigeria | 2014

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- AI Operations and Customer Experience – Hugo Academy
- Microsoft 365 Fundamentals – Microsoft
- Basic Data Analytics – LinkedIn Learning

REMOTE WORK STRENGTHS

Reliable remote communication | Self-management | Time management | KPI-focused performance | Fast learning | Cross-functional collaboration | Customer empathy | Accurate documentation