

Rachel Shyken
rachelshyken@gmail.com, 053-474-4354 WhatsApp,
[linkedin.com/in/rachelshyken/](https://www.linkedin.com/in/rachelshyken/)

A service-oriented, English-speaking professional with experience in administration and providing customer service in the health/insurance/patient care field. Additional specialization in office work and preparing for income tax. Excellent interpersonal relations, goal oriented, dedicated with attention to the smallest details. Looking for a job in administration, customer service or caring for the elderly or people with disabilities.

PROFESSIONAL EXPERIENCE

Customer Service Representative	2022
CNC Intelligence,	Rehovot, Israel
Managed communications with clients	
Built initial rapport with clients	
Provided a high quality customer service	

Customer Service Representative	2019- 2022
Signature Performance CAEC (Centralized Authorized Emergency Care), Omaha, NE	
Handled inbound/outbound calls and emails from vets regarding VA insurance coverage	
QA (Quality Assurance) & CPH (Claims Per Hour) scores consistently at 98%-100% of expected benchmarks	

Banking and Retirement Operations Representative	2018- 2019
TD Ameritrade,	Omaha, NE
Processed, analyzed, and coded monetary transactions in and out of TDA	
Managed data entry processes in a high-pressure time frame, successfully multi-tasking and ramping up as necessary	

CMA (Certified Medication Aide)	2017- 2018
Heritage at Legacy Assisted Living,	Omaha, NE
Distributed medications to residents in a timely manner along with assisting with their daily living activities	

Online Shopping Representative/Cashier	2015- 2019
Hy-Vee Grocery Store,	Omaha, NE
Provided in-person and remote assistance to in-store and online customers of leading supermarket chain	

EDUCATION

Certified Medication Aid #82614, Omaha, NE, 2017
Certified Nursing Assistant #61591, Omaha, NE, 2017
Bookkeeping Certificate, College of the Desert, Palm Desert, CA, 2007

