Lynne A. Dawson

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**OBJECTIVE**

*Friendly and responsible customer service manager for large healthcare company. Obtained highest regional client satisfaction scores (98.9%). Seeking to enliven my passion for travel, exceptional customer service and second language skills by growing with the team at American Airlines.*

**PROFESSIONAL EXPERIENCE**

**Customer Service Manager,** *Tufts Health Plans, Waltham, MA*  **March 2008 to Present**

* Educate HMO members on health plan benefits, referral process, claim issues, and eligibility verification.
* Supervise HMO provider indoctrination task force leading to 15% increase in retention rate.
* Analyze Windows-based documentation and on-line claims and benefits system.
* Train departmental new-hires in hands-on telephone procedures and usage.

**Customer Service Analyst,** *Millipore Corporation, Bedford, MA* **July 2005 to March 2008**

* Worked independently as a French language speaker for team of field sales representatives and customers throughout the United States and Canada.
* Managed and trained new-hires on Canadian account telemarketing and order entry via IBM computer of entire Millipore product line increasing sales by 30%.
* Traveled extensively throughout Canada using second language skills to facilitate meetings with French-Canadian field sales representatives.

**Guest and Audience Coordinator,** *WBZ-TV4, Boston, MA* **June 2003 to July 2005**

* Coordinated and scheduled all guest appearance for morning television talk show.
* Communicated directly with guest public relations departments in order to meet tight deadlines for upcoming show tapings.
* Solved problems and made decisions associated with guest conflicts.
* Screened and selected audiences for each taping of the talk show.

# EDUCATION

**Boston College*, College of Arts and Sciences,*** *Chestnut Hill, MA* **September****1999 to May 2003**

Bachelor of Arts, French Literature, Summa cum Laude, 3.75 GPA

Dean’s Scholar, academic ranking in top 1% of graduating class

**SKILLS AND TECHNICAL TRAINING**

* Excellent communication and interpersonal skills
* Customer Service oriented problem solver
* Sensitive to needs of customers and team members
* Professional image awareness
* French Language – advanced proficiency
* Certified in First Aid, CPR and Automatic External Defibrillator (AED)

#### HONORS AND AWARDS

* Member, Golden Key National Honor Society – 2001, 2002, 2003
* French Language Award, 14th Annual French Language Festival - 2003

## ACTIVITIES AND INTERESTS

* Volunteer worker, Catholic Charities Food Pantry, *Lowell, MA*
* Participant, Boston Marathon, 2001, *Boston, MA*
* Fund-raiser, Dana Farber Cancer Institute*, Boston, MA*
* Fitness and workout enthusiast