

Warren Carlson

WIC Customer Service Representative, Public Health Client Services

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STRENGTHS

- 👂 **Client listening**
Listened for the real request behind each call, then connected clients with clear next steps and appropriate staff.
- 🗣️ **High volume service**
Handled busy telephone periods with calm pacing and accurate notes, keeping client needs visible during competing demands.
- 📋 **Accurate registration**
Checked demographic details and incomplete fields carefully, helping records remain useful for follow up and continuity.
- 🗣️ **Language access**
Used approved interpretation services when language barriers arose, so clients could receive instructions with greater clarity.
- 🔊 **Sound escalation**
Recognized questions outside routine scope and routed them to clinical or program staff without leaving clients uncertain.
- 🔒 **Privacy focused service**
Protected confidential information during calls, transfers, and record updates, earning trust from families and partner teams.

SKILLS

High volume customer service

Appointment scheduling

Public health intake

WIC service knowledge

Client registration systems

Demographic data maintenance

Confidential records

Call and voicemail management

SUMMARY

Customer service professional with three years supporting **public health** and human services operations through **appointment scheduling**, high volume telephone service, client registration, and confidential records maintenance. Handles busy call queues, voicemail follow up, demographic updates, service intake, transfer coordination, and accurate documentation with steady judgment. Explains eligibility requirements, appointment expectations, program procedures, and **community resources** in clear language. Uses public health information systems, **Microsoft Word**, Excel, Outlook, and approved telephone interpretation services. Works closely with nutritionists, supervisors, administrative personnel, public health staff, partner offices, and families from varied cultural and language backgrounds. Maintains privacy focused communication while balancing competing priorities, detailed data entry, client needs, and timely escalation of clinical or out of scope concerns.

EXPERIENCE

Client Services Representative, Public Health Operations

Harbor Community Wellness 📅 October 2024 - Present 📍 Naperville, IL

Supports public health service access through telephone intake, **appointment scheduling**, registration updates, client transfers, interpretation services, and careful escalation. Balances daily calls, records, deadlines, and partner coordination while protecting **confidential information**.

- Managed 70 to 85 daily calls, identifying needs and routing clients to appointments, staff, or resources.
- Scheduled maternal and family **nutrition** visits using defined **appointment types**, profiles, and documentation requirements.
- Updated demographic and **registration** records, correcting incomplete fields and documenting contacts for continuity.
- Screened routine requests for nutrition or clinical review, escalating scope sensitive questions appropriately.
- Coordinated authorized client transfers with partner offices, verifying information and protecting confidentiality throughout exchange.
- Used approved telephone **interpretation services**, supporting accurate scheduling and equitable access for limited English speakers.

Customer Service Associate, Family Resource Support

Prairie Family Resource Center 📅 October 2023 - September 2024 📍 Joliet, IL

Provided front office and telephone support for families seeking nutrition, healthcare, and **benefit assistance**. Managed messages, calendars, records, correspondence, and referrals while maintaining privacy and clear communication during busy service periods.

- Served families seeking nutrition, healthcare, and benefit resources, explaining procedures and next steps clearly.
- Monitored shared **voicemail**, returned time sensitive messages, and documented disposition for program staff.
- Maintained appointment calendars and client records, checking contact details and **eligibility** information for completeness.
- Balanced calls, arrivals, database updates, and referrals during peak periods without compromising **privacy**.
- Prepared Word, Excel, and Outlook correspondence and tracking documents, giving supervisors visibility into pending requests.
- Applied confidentiality procedures and calm communication during language barriers, frustration, and service uncertainty.

Language access services

Transfer coordination

Active listening

Triage and escalation

Microsoft Word Microsoft Excel

Microsoft Outlook

LANGUAGES

English Native

Spanish Beginner

MY CAREER



● Client Services Representative, Public Health Operations at Harbor Community Wellness (2 Years)

● Customer Service Associate, Family Resource Support at Prairie Family Resource Center (11 Months)

PROJECTS

Public Health Intake Workflow 📅 2025

Improved daily intake coordination by organizing appointment requests, demographic updates, voicemail follow up, and referrals into a clear service workflow. Work supported accurate records and timely client communication.

Language Access Service Support 📅 2024

Applied telephone interpretation procedures during client contacts, helping staff communicate appointment details, service expectations, and next steps with clients who had limited English proficiency.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable client service during busy public health scheduling periods.
- Completed HIPAA and Client Confidentiality Training, reinforcing careful handling of sensitive client information.
- Completed Language Access and Telephone Interpretation Fundamentals, supporting inclusive public service communication.

EDUCATION

High School Diploma

East Aurora High School 🎓 GPA: 4.0 📅 2023 📍 Aurora, IL

Coursework: Customer service, health services, communication, computer applications

CERTIFICATIONS

- HIPAA and Client Confidentiality Training 📅 2024
- Language Access and Telephone Interpretation Fundamentals 📅 2024

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Client Information Systems:** INSIGHT, registration modules, public health databases
- **Telephone Services:** High volume call queues, voicemail systems, telephone intake
- **Scheduling Systems:** Appointment calendars, visit types, scheduling profiles
- **Client Records:** Demographic updates, contact documentation, record maintenance
- **WIC Operations:** WIC services, eligibility requirements, appointment expectations
- **Language Access:** Language Line, telephone interpretation, interpreter coordination
- **Transfer Coordination:** District transfers, state transfers, verbal verification
- **Privacy Practices:** HIPAA, confidential client information, privacy procedures
- **Service Escalation:** Clinical referrals, nutrition review, out of scope routing
- **Public Health Support:** Community resources, family services, benefit assistance
- **Data Entry:** Registration updates, database corrections, inquiry documentation

PROFESSIONAL AFFILIATIONS

- Public health client services and family resource support operations.
- Community health, nutrition access, and benefit assistance coordination.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST