

Edwin Gates

WIC Customer Service Representative

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STRENGTHS

- ♥️ **Patient centered service**
Active listening helped frustrated families clarify needs, understand next steps, and leave conversations with practical direction.
- 👂 **High volume coordination**
Peak queues stayed organized through clear prioritization, steady follow up, and careful handling of competing requests.
- 📂 **Accurate records**
Database reviews caught incomplete demographics before referrals, giving staff cleaner information for follow up.
- 🗣️ **Language access**
Interpretation services supported respectful conversations with limited English proficiency clients and improved access across diverse communities.
- ➡️ **Sound escalation**
Clinical and complex eligibility questions reached proper specialists, protecting scope boundaries and building team confidence.

SKILLS

- WIC service knowledge
- Public health service Call handling
- Voicemail management
- Appointment scheduling
- Client intake Eligibility information
- Demographic updates
- Registration systems
- Healthcare databases
- Transfer coordination
- Language Line services
- Confidentiality practices

SUMMARY

Customer service professional with four years supporting healthcare, community benefit, and public health operations. Provides courteous **telephone intake**, **appointment scheduling**, voicemail follow up, **demographic updates**, transfer coordination, and accurate documentation for clients seeking health and assistance programs. Uses active listening to identify needs, explain eligibility and appointment requirements, select appropriate scheduling profiles, and route clinical, nutrition, or complex program questions through proper channels. Experienced with electronic registration databases, healthcare records, Microsoft Word, Excel, Outlook, and approved **interpretation services**. Protects confidential information while supporting culturally, linguistically, and economically diverse populations. Maintains composure during high volume call periods, coordinates effectively with clinical and administrative teams, and helps clients move forward with clear next steps.

EXPERIENCE

Client Services Representative

Peachtree Community Wellness 📅 July 2025 - Present 📍 Augusta, GA

- Supports **public health** service operations through high volume telephone intake, **appointment scheduling**, client registration, voicemail follow up, interpretation access, and coordination with nurses, nutrition staff, supervisors, and community partners.
- Managed peak day queues reaching 80 calls, routing clinical and benefit questions to appropriate specialists.
 - Matched health and nutrition requests with appointment types, required documents, and available clinic schedules.
 - Updated client demographics in electronic registration records, reviewing entries for completeness before finalizing interactions.
 - Documented calls, **voicemail** responses, referrals, and appointment actions for timely staff service histories.
 - Used contracted **interpretation services** to confirm requested services and next steps for clients with limited English proficiency.
 - Protected confidential information while coordinating urgent requests with nurses, nutrition staff, supervisors, and community partners.

Benefits Support Specialist

Savannah Family Resource Network 📅 March 2024 - June 2025 📍 Savannah, GA

- Guided families through nutrition, healthcare access, and community assistance intake while managing shared telephone queues, database updates, transfers, referrals, documentation, and office communication for a busy benefits support team.
- Guided families through nutrition and **healthcare** intake, directing complex eligibility questions to program specialists.
 - Prioritized shared telephone and **voicemail** queues, completing same day follow up for routine requests.
 - Verified household and program information in client databases before sending referrals to partner programs.
 - Coordinated transfers with partner offices, documenting authorization details and outstanding requirements for receiving staff.
 - Used Word, Excel, and Outlook for service logs, appointment lists, correspondence, and workload tracking.
 - Applied **active listening** during difficult conversations, helping families move access requests toward resolution.

Customer Service Associate

Coastal Care Access Center 📅 October 2022 - February 2024 📍 Brunswick, GA

Active listening

Triage and escalation

LANGUAGES

English Native

Spanish Beginner

MY CAREER



● Client Services
Representative at Peachtree
Community Wellness (1.2 Years)

● Benefits Support Specialist
at Savannah Family Resource
Network (1.2 Years)

● Customer Service Associate
at Coastal Care Access Center
(1.3 Years)

Served as an initial contact for patients seeking primary care and community services, combining **appointment scheduling**, registration updates, voicemail response, **privacy** checks, referral coordination, and steady support during changing clinic demand.

- Gathered caller needs for primary care and community services, routing requests to appropriate resources.
- Scheduled and rescheduled appointments in healthcare registration systems, confirming contacts, arrival details, and documents.
- Recorded **voicemail** and electronic inquiry dispositions so unresolved requests retained useful **escalation** context.
- Verified permitted information before discussing records, protecting sensitive details through approved communication channels.
- Clarified referrals with front desk staff, care teams, and external service organizations to prevent duplicate appointments.
- Adapted to schedule changes, system updates, and seasonal call surges while keeping records organized.

PROJECTS

Community Benefits Intake Workflow 📅 2025

Improved client intake flow through clear request details, appointment matching, database updates, referral documentation, and timely escalation across community service operations.

Healthcare Registration Support 📅 2024

Supported accurate registration and appointment activity by confirming demographics, documenting caller needs, protecting privacy, and coordinating follow up with care teams.

LEADERSHIP & AWARDS

- Recognized by supervisors for calm communication during high volume client service periods.
- Received team recognition for dependable documentation and coordination across clinical and community partners.
- Selected as a trusted resource for appointment questions, transfer details, and client follow up.

EDUCATION

High School Diploma

Glynn Academy 🎓 GPA: 3.0 📅 2022 📍 Brunswick, GA

Coursework: Health services, communication, office applications, community studies

CERTIFICATIONS

- Customer Service Fundamentals Certificate 📅 2023
- Microsoft Office Fundamentals 📅 2024

TECHNICAL SKILLS

- **WIC Program Services:** WIC intake, eligibility requirements, transfer coordination
- **Customer Service Systems:** Telephone intake, call queues, voicemail management
- **Scheduling Systems:** Appointment types, scheduling profiles, clinic calendars
- **Registration Systems:** INSIGHT, 1FES, demographic updates
- **Healthcare Records:** Client records, service histories, database documentation
- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Language Access:** Language Line, interpretation services, limited English proficiency support
- **Privacy Practices:** Confidential information, privacy requirements, approved communication channels
- **Referral Coordination:** Partner offices, community resources, external service organizations
- **Public Health Operations:** Clinic workflows, nutrition services, multidisciplinary coordination

PROFESSIONAL AFFILIATIONS

- Community health service collaboration with clinical, nutrition, and administrative partners.
- Benefits access coordination with families, partner offices, and community organizations.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST