

KRISTIN MARTIN

HELLO@KRISTIN.WORKS

(661) 466-8239

PHOENIX, AZ

Detail-oriented and compassionate customer service professional with over 10 years of experience supporting clients across healthcare, e-commerce, and financial services. Specializing in chat-based and asynchronous communication, I excel at resolving complex issues, processing sensitive data, and ensuring customer satisfaction without relying on live phone interactions. Known for my ability to learn quickly, follow process, and adapt in fast-paced environments. I'm looking to excel as your next team leader.

Work History

Prudential Financial – Remote

Customer Service Associate | Jan 2023 – Present

- Served as the primary point of contact for claimants and employers regarding short-term disability (STD), long-term disability (LTD), and FMLA claims and benefits.
- Created and updated STD/LTD/FMLA claims with accuracy and urgency, ensuring timely benefit decisions and payment processing.
- Collected, verified, and entered sensitive medical and employment information into secure systems in compliance with HIPAA and company policy.
- Communicated claim status, eligibility requirements, and next steps clearly and empathetically to individuals navigating medical leave.
- Coordinated with healthcare providers and employers to obtain supporting documentation and verify information.
- Educated customers on STD/LTD/FMLA timelines, documentation requirements, and policies to reduce delays and ensure smooth processing.
- Handled high-volume inbound calls while maintaining professionalism and adherence to service-level agreements.
- Collaborated with internal teams including claims examiners, case managers, and compliance specialists to resolve escalations.
- Maintained detailed and accurate case notes to support audit readiness and cross-functional collaboration.
- Adapted quickly to policy updates, system enhancements, and workflow changes in a fast-paced, remote environment.

Banfield Pet Hospital – On-Site

Customer Service Associate | July 2020 – Jan 2023

- Greet clients and pets with professionalism and warmth, ensuring a welcoming and stress free environment from check-in to check-out.
- Manage appointment scheduling, patient intake, and service estimates using proprietary veterinary software.
- Communicate clearly with pet owners regarding wellness plans, treatment updates, and post-visit instructions.
- Coordinate with veterinary staff to prioritize urgent cases and streamline patient flow during high-volume periods.
- Process payments, maintain accurate client records, and handle sensitive medical information.

Chewy.com – Remote

Customer Service Healthcare Agent | Sep 2022 – Sep 2023

- Provided compassionate, detail-oriented support for pet parents navigating prescription medications, vet approvals, and pharmacy orders.
- Liaised between customers, veterinarians, and internal pharmacy teams to ensure accurate and timely prescription fulfillment.
- Educated customers on dosage instructions, refill procedures, and Chewy's pharmacy policies while maintaining compliance with FDA and state regulations.
- Resolved escalated issues related to delayed shipments, prescription denials, and order discrepancies with empathy and efficiency.
- Maintained high performance in remote KPIs including adherence, first-call resolution, and customer satisfaction in a regulated environment.
- Built lasting customer relationships by providing knowledgeable, friendly support on pet wellness plans, medication refills, and veterinary coordination.

Want To Connect?

www.kristin.works