Priya Raman

Customer Care Representative

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Summary

Customer care representative with 2 years of experience supporting patients and caregivers for a home medical equipment supplier, after 18 months as a bank teller. Handles 55 calls and emails a day on orders, insurance verification and deliveries and documents each case in the CRM. Works independently and is fluent in Microsoft Office, including Excel, Word and Outlook.

Experience

Customer Care Representative

Carolina HomeCare Supply — Charlotte, NC — 08/2024 - Present

Home medical equipment supplier serving 25,000 patients across the Carolinas.

- Manage **55** calls and emails a day from patients and caregivers on CPAP, oxygen and wheelchair orders and billing.
- Complete insurance verification and prior authorization checks before shipping, cutting rejected claims by 18% in 2025.
- Document every patient interaction in the CRM under HIPAA privacy rules, with zero privacy incidents in 2 years.
- Coordinate rush deliveries with 6 regional drivers for hospital discharges, meeting 97% of same-day delivery requests.

Bank Teller (Part-Time)

Queen City Community Bank — Charlotte, NC — 01/2023 - 07/2024

Community bank with 9 branches in Mecklenburg County.

- Processed 90+ deposits, withdrawals and loan payments a day at a busy branch with accurate cash handling.
- Balanced the cash drawer at the end of every shift and finished 18 months without a variance over $5.
- Referred about 12 customers a month to personal bankers for new savings accounts, CDs and auto loans.
- Spotted and reported 3 check fraud attempts by following identity verification steps on large withdrawals.

Education

Associate in Applied Science

Central Piedmont Community College

Business Administration

Charlotte, NC

12/2022

Skills

Customer Service	—	CRM	—	Insurance Verification	—	HIPAA
Order Entry	—	Microsoft Office	—	Excel	—	Word
Outlook	—	Attention to Detail				