

# Hailey E. Morris

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8137 Westcott Ln. se.

Tumwater, WA 98501

## **Skills:**

- Over 8 years' experience working in client support and customer service. Including front desk reception.
- Over 8 years' experience working between multiple programs and databases.
- Over 5 years' Experience operating multiple lined telephones to answer, screen, or forward calls, providing information, taking messages, and scheduling appointments.
- Ability to accurately access and utilize resources to accomplish tasks, provide answers and resolve customer inquiries and problems.
- Proficient with Microsoft Office, data entry, imaging scanning, and filing.
- Ability to adhere to agency policies, procedures, administrative rules, state, and federal laws.
- Ability to adapt, implement and stay current with new concepts, policies, and procedures.
- Maintain and update filing, inventory, mailing, and database systems manually and electronically.
- Assist multiple clients simultaneously and perform tasks with frequent interruptions, maintaining the ability to come back and complete the task at hand.
- Share pertinent information with the team as obtained from clients.
- Experience providing guidance, instruction and/or general assistance to upset or distraught customers in person, over the phone and via email.

## **Work Experience:**

### **Customer Service Associate**

Value Village | Olympia, WA

May 2017- July 2017

### **Health Services Consultant 1**

Washington State Department of Health |  
Tumwater, WA

November 2014- October 2016

### **Hostess**

Olive Garden | Olympia, WA

September 2014 to October 2014

### **Account Manager/Administrative Assistant**

Grimm Collections | Tumwater, WA

December 2013 to July 2014

### **Forms and Records Processor (volunteer)**

Department of Social and Health Services  
Children's Administration | Olympia, WA

April 2013 to July 2013

## **Education:**

The Evergreen State College | Olympia, WA  
Bachelor of Arts | June 2024

South Puget Sound Community College | Olympia, WA  
Associate of Arts Degree | June 2022

South Puget Sound Community College | Olympia, WA  
Medical Billing and Coding Certificate | June 2021

## **Awards, Certificates and Achievements:**

### **Department Of Health**

“Below is a comment received from a phone customer you dealt with during August 2015:”

“For two days now I have talked to 3-4 different people who would not help me. And I talked to Hailey today and she made it possible for me to get my license renewed. I just wanted to tell her how much I really appreciate her. I was just going crazy until she got on the phone with me.”

Provided the FAQs and answers for the Mental Health Counselor License Call Center information page on the Department of Health - Health Systems Quality Assurance intranet webpage.

HSC-1 Call Center  
High 5 - Event 11/04/2015