CHRISTOPHER LALONDE

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(757) 995-5994

SUMMARY

Detail-oriented professional with experience in documentation, system accuracy, and team support within healthcare and military environments. ACA-900 Jira Software Essentials certified, with proven ability to maintain SOPs, manage data in Salesforce CRM, and train team members for compliance and efficiency. Skilled in collaborating with cross-functional teams, supporting process improvements, and adapting workflows to meet organizational goals. Brings a strong foundation in Agile/Scrum practices, regulated environments, and technical troubleshooting, with a focus on accuracy, communication, and continuous learning.

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

AssistRx, 2020 - Present

- Processed and managed over 40,000 patient applications with accuracy and efficiency, utilizing Salesforce CRM to ensure seamless data entry and system integrity.
- Collaborated with team members to ensure accurate and efficient processing of patient approvals and denials, adhering to established guidelines and maintaining high-quality standards.
- Trained and mentored 10 team members while serving as a Subject Matter Expert (SME), offering expertise and guidance to ensure proficiency and operational excellence.

LEVEL 1 MANAGER

Dominos, 2015 - 2018

- Answered an average of 25 calls per day, addressing customer inquiries, solving problems and providing new product information
- Responsible for the training of new employees
- Tracked delivery information, mileage, and fuel use while on shift.

OPERATIONS SPECIALIST

US NAVY, 2011 - 2015

- Three successful deployments, accumulating to over 18 months of overseas duty, porting to over 30 countries
- Responsible for identification and display of the movement of ships, aircraft, missiles, and natural objects detected by radar
- Amphibious Assault Direction System Controller: upheld communication and GPS positioning of Assault Craft Units
- Armed Sentry: responsible for guarding and preventing unauthorized access to ship and work areas
- Created and maintained ship's crew LAN accounts
- Monitored communications to detect important information related to current and planned military operations.

EDUCATION

2015 - 2018

Broward College

Associate of Applied Science

SKILLS

- Jira (ACA-900 Certified)
- CRM & Data Integrity
- Detail-Oriented
- Cross-Functional Communication
- Customer service
- Healthcare IT & Compliance
- Trained in Security
- Team Training & Support
- Corrective Maintenance
- Procedural Compliance