

Michael Tran



Education:

University of Massachusetts, Boston

September 2009-May 2014

- B.A Degree in Economics/Philosophy (Minor in Psychology)
- Dean's List for 3 semesters

Experience:

City Of Cambridge

Cambridge, MA

Parking Control Officer

November 2021-Present

- Enforce all standing and traffic violations within the City of Cambridge and other areas as assigned
- Issues citations as necessary and explain parking policies to violators and/or interested citizens
- Provide general information and exceptional customer service to the public about City of Cambridge attractions and amenities

Beacon Health Options

Woburn, MA

Member Service Representative

October 2019-November 2021

- Answer a high volume of calls averaging 40-50 per day to members, providers and prospective members
- Interpret and explain accurate and precise benefits, eligibility, and claim information to callers
- Achieving a 98% call Quality average or better every month
- Providing exceptional and courteous customer service

Skills:

- 10 plus years of customer service and interaction
- Bilingual (English as 1st language, Vietnamese as a 2nd)
- Multitasking with Handyman Skills
- Proficient in Word, Excel, Powerpoint, and Microsoft Teams
- Well organized with great time management skills