

Michael Crook

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518-240-8846

PROFILE

Experienced administrative and customer service professional with a strong background in payment processing, data entry, and freelance writing. Skilled in handling sensitive information, meeting deadlines, and ensuring regulatory compliance.

Administrative & Technical Skills

- Data Entry & Payment Processing (Keyboarding 68 WPM)
- Microsoft Office Suite (Word, Excel, Outlook)
- Proprietary Software Platforms
- Document Management
- Multitasking & Time Management

Customer Service & Communication

- Call Center Operations (Inbound ACD)
- Conflict Resolution & Problem Solving
- Client & Provider Support
- Clear Written and Verbal Communication
- Freelance Writing & Editing

Compliance & Industry Knowledge

- HIPAA Compliance
- Child Support Case Processing
- Government Contract Work
- Research & Fact-Checking
- Healthcare Industry Support

EMPLOYMENT

MMC Group (*Payment Processor*)

Colonie, NY | May 2025 – October 2025

- Hired by MMC Group, the temporary employment provider for Conduent, NYS' child support vendor.
- Processed child support payments, including garnishments. Assigned to two teams, handling data entry, payment processing and case management.
- Researched and responded to information related to non-custodial parents to ensure timely action.

Freelance Writer

Albany, NY | February 2010 - Present

- Researched, wrote, and edited articles on diverse topics for various websites and publications.
- Delivered ready-to-publish content meeting tight deadlines and editorial standards.

S&B Staffing (*Temporary Associate*)

Albany, NY | February 2014 - May 2015

- Completed multiple healthcare call center assignments, managing high volumes of inbound ACD calls.
- Assisted members, patients, and providers using proprietary systems while ensuring HIPAA compliance.
- Handled sensitive information and resolved inquiries efficiently within regulated environments.