

TITLE | Senior Client Support Services Specialist

ABOUT | Ms. Billington joined BSM in 2016 and is located in Scottsdale, Ariz.
Prior to joining BSM, she spent more than fifteen years working in management for a cataract and refractive practice.



AREAS OF EXPERTISE | In her current role, Ms. Billington provides support to BSM consultants with various projects. Her primary responsibilities include:

- ✓ Managing projects and their development
- ✓ Overseeing consultant travel
- ✓ Performing and reporting on telephone mystery shopping calls
- ✓ Aiding with leadership placement services
- ✓ Completing market research

ACHIEVEMENTS & CREDENTIALS | ✓ Certified Patient Service Specialist (CPSS)

DID YOU KNOW? | Phyllis enjoys spending her free time with her family and their many horses.