

# Robert Smith

## Lead Member Advocate

### CONTACT DETAILS

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### PERSONAL STATEMENT

Advocate to provide communications support and advocacy to grassroots campaigns fighting to eliminate the criminalization of Black and Brown youth and create schools and communities that are reflective of the world youth envision for themselves.

### SKILLS

Management,  
Organizing.

### WORK EXPERIENCE

#### **Lead Member Advocate** **ABC Corporation - 2011 - 2012**

##### *Responsibilities:*

- Effectively solves customer inquiries by phone, SMS and email using a CRM tool
- Holds a high bar for Support when managing customer interactions
- Identifies, documents and follow up with engineers on product bugs and features
- Advocates for customers by identifying trends in issues and suggesting improvements to policies and products
- Recognizes errors and draft improvements to content in the external Support Center and internal documentation
- Works with members of other teams to root out answers and be a resource to teammates
- Reports to a Customer Success Lead

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

#### **Member Advocate** **Delta Corporation - 2014 - 2016**

##### *Responsibilities:*

- Provide oversight of benefit administration Educate providers, members, and other staff on benefit changes.
- Implement first training resource for Member Advocate Understand, and education Marketplace rules and regulations in regards to health plan.
- Analyze and interpret various data sets for committee understanding.
- Facilitating financial transactions such as deposits and withdrawals Opening new accounts Modifying existing accounts (adding joint owners, .
- Responsible for working with members, providers and the members case managers as needed to Assist the member in obtaining care, including .
- Follow-through required ensuring all assignments are completed.
- Communicated in detail Members Medicare benefits by phone.

### REFERENCES

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

### Education

GED - (College of Southern Idaho)