

## Experience

**Senior Advocate – Padberg-Glover, New York, NY**

08/2018 – Present

- Familiar with various lines of coverage
- Software QA testing multi-tier enterprise web applications
- Strong experience with white-box, web-service integration and server back-end testing
- Active contributor to open source projects
- Knowledge of Level of Care Guidelines (i.e., LOCUS, InterQual)
- Experience in inpatient/acute setting or outpatient setting
- Knowledge of substance abuse and ASAM placement criteria
- Excel and Smartsheets experience
- Technically focused Claims Advocate driving initiatives and handling complex claims
- The role demands hands-on active claim management, problem solving, formulating settlement strategies for clients and negotiation skills

**Senior Advocate – Rolfson LLC, New York, NY**

07/2016 – 07/2018

- Providing leadership and taking ownership of complex claims is essential to project manage them to a successful conclusion
- Prior insurance carrier or independent adjuster or broker experience
- Familiarity with property and manuscript policies
- Knowledge of property and time element claim handling and claim adjudication processes and procedures
- Some boiler and machinery ( machinery breakdown) claim experience
- Knowledge of property applicable laws, legal codes, procedures and processes involving insurance
- Strong communication skills both verbal and written at executive level
- Adequate computer skills relevant to Microsoft Office, Outlook, and web-based applications
- Knowledge of the Medicaid patient population

## Education

**Oregon State University – Bachelor's in Psychology**

## Skills

- Creates business development plans and forecasting by preparing efforts on behalf of the customer; assessing customer needs on a regular basis; validating strategic sales model alignment; and maintaining accurate data for all sales activity
- Processes product renewals and retention of existing customers by building customer rapport; conducting specific customer product analysis for expiration; and following customer industry trends for enhancements to existing product platforms
- Advises assigned accounts (multi-national/global accounts) by selling new or additional products and services to existing customers; finding additional business in multiple areas within the existing customer; identifying essential customer prospects and evaluating their position among competitors; and researching and analyzing sales options