

Jessica Claire

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CAREER OVERVIEW

- Highly motivated administrative and customer support professional experienced in working in fast-paced environments. Dependable with strong organizational, technical and interpersonal skills. Detail oriented and performance driven professional with over 10 years of customer service and administrative experience. Recognized for my ability to work independently or as a team player, exceptionally customer service skills and my ability to meet and/or exceed goals. Communicates effectively with all levels of management and personnel. Demonstrates a strong commitment to a company's success through dedication, outstanding work ethic, and pride in work.

CORE STRENGTHS

- Strong organizational skills
- Active listening skills
- Sharp problem solver
- Customer service expert
- Adaptive team player
- Courteous demeanor
- Intermediate Microsoft Word/Excel skills
- Data entry

ACCOMPLISHMENTS

- Customer Service/Supervisor Escalations
 - Researched, calmed and rapidly resolved member conflicts with providers to prevent collection efforts.
 - Assisted supervisor with escalated issues between the member and internal/external business partners.
- UnitedHealthcare 2012 Tier 1 Top Performer
 - Maintained Tier 1 performance goal status in all performance goal categories for the entire 2012 year.
- Commitment Champion
 - Assisted peers with researching and resolving commitments ranging from medical claim submission and processing, medical benefits interpretation and education, pharmacy claims and benefits, etc.
- Peer Coaching
 - Assisted peers with one-on-one coaching on clinical referral programs and the process and procedures for the Advocate4me model.

WORK EXPERIENCE

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| HEALTH ADVOCATE-ADVOCATE4ME | 08/2014 to 05/2015 |
| Bcd Travel Wilmington, DE | |
| <ul style="list-style-type: none">Assist plan members with medical benefits, appointment scheduling, and clinical referralsProvide concierge services to members to assist with resolving issues with internal and external vendors and business partnersAssist plan members and providers with medical claim processing and adjustmentsProcess and pay medical and financial account claimsProvide financial accounts information including processing, status and submission requestsAssist peers and supervisors with escalated issuesAdvocate4Me referral champion for team | |
| RADIO RESOLUTION EXPERT-RRE | |
| 09/2013 to 08/2014 | |
| Unitedhealth Group Cedar Creek, TX | |
| <ul style="list-style-type: none">Assist plan members with medical claim processing and adjustments.Resolve customer service inquiries.Assist members with verifying benefits and providers with claim processing inquiries.Assist peers and supervisor with escalated issues. | |
| Process and pay medical and financial account claims. | |
| CUSTOMER CARE PROFESSIONAL/HEALTH ADVISOR | |
| 02/2011 to 09/2013 | |
| Anthem, Inc. Big Spring, TX | |
| <ul style="list-style-type: none">Assist plan members with their benefits and eligibility.Resolved customer service inquiries.Assist members with claim information and provider with claim processing inquiries.Assisted members with enrollment of the medical benefits.Assist peers and supervisor with escalated issues.Commitment champion for health advisor team | |
| TRAVEL COUNSELOR | |
| 10/2005 to 08/2009 | |
| Lube-Tech Services, Llc Clear Lake, MN | |
| <ul style="list-style-type: none">Assist corporate clients with travel arrangements.Resolved customer service issues between client and travel vendor.Knowledge of MySabre, Gateway, Lotus Notes, etc.Ability to perform efficiently in a fast-paced environment.Data EntryPeer Coaching for new hires | |
| CUSTOMER SERVICE REPRESENTATIVE | |
| 06/2005 to 09/2005 | |
| Temporary Resources City, STATE | |
| <ul style="list-style-type: none">Schedule appointments for agents to discuss insurance services to potential clients.Data EntryResolved issues and answered questions from enrollees on their new coverage. | |
| OFFICE ASSISTANT | |
| 2001 to 05/2005 | |
| JB's Mobile Transporting Service City, STATE | |
| <ul style="list-style-type: none">Prepare and submit invoices for services completed.Schedule appointments; receive loads, track routes and company expenses.Create and submit advertisements such as business cards, flyers, brochures, web site design, etc. | |
| Data Entry | |
| <ul style="list-style-type: none">Perform all bookkeeping functions including quarterly fuel taxes. | |
| OFFICE ASSISTANT/SALES REPRESENTATIVE | |
| 01/2000 to 11/2001 | |
| East Bessemer Auto Sales City, STATE | |
| <ul style="list-style-type: none">Complete all paperwork on vehicles purchased and sold.Finalize sales of vehicles including submitting paper work to DMV.Input and track all purchases, sales, and payments in computer software. | |
| Data Entry | |
| <ul style="list-style-type: none">Create company business cards, flyers, brochures, etc. | |
| ASSEMBLY WORKER | |
| 1999 to 01/2000 | |
| ManPower City, STATE | |
| <ul style="list-style-type: none">Assemble light fixtures.Inspected fixtures for damage or incorrect parts.Worked in team environment to pack fixtures to prepare for shipping. | |
| <h2>EDUCATIONAL BACKGROUND</h2> | <ul style="list-style-type: none">Certificate Medical Office Administration |
| <p>Guilford Technical Community College, Jamestown, NC</p> | |
| <p>Coursework in Medical Coding and Terminology.</p> | |
| <p>AQS Office Administration</p> | <p style="text-align: right;">2012</p> |
| <p>Guilford Technical Community College, Jamestown, NC</p> | |
| <p>GPA: Dean's List-Fall 2009, Spring 2010, Summer 2010 *Honor's List</p> | |
| <p>Coursework using Microsoft Office Applications/Software, Data Entry, and Information Processing</p> | |
| <p>Dean's List-Fall 2009, Spring 2010, Summer 2010</p> | |
| <p>Honor's List-Fall 2010</p> | |
| <p>AQS Business Administration</p> | <p style="text-align: right;">2005</p> |
| <p>Guilford Technical Community College, Jamestown, NC</p> | |
| <p>Coursework in Business Administration, Communications, Basic Accounting, and Microsoft Office Applications/Software</p> | |