

Jessica Claire

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Professional Summary

Experienced Customer Advocate with over 15 years of experience in customer service. Excellent reputation for resolving problems, assisting with escalations and improving customer satisfaction while being a subject matter expert.

Skills

- Adept at conflict resolution
- Excellent Time Management Skills
- Escalations Expert
- Subject Matter Expert
- Expert in running team huddles and trainer.
- Team Player
- Effective Communicator

Work History

Senior Customer Service Advocate, 09/2005 to Current

Unitedhealth Group – Vancouver, WA

- Maintained current knowledge of company policies, products and marketing initiatives to better serve each customer.
- Resolved customer service issues using company processes and policies and provided updates to customers.
- Checked status of orders and back-ordered products to coordinate efficient shipments.
- Coached new team members on service techniques and provided scoring through quality assurance program.
- Stepped up to assist customer service manager with complaints and issues during times of department short staffing.
- Developed dynamic ownership skills by resolving challenging situations and asking in-depth questions of customers.
- Investigated and resolved accounting, service and delivery concerns.
- Followed-through on all critical inter-departmental escalations to increase customer retention rates.
- Delivered excellent customer service, resulting in consistent 100% customer satisfaction rating.
- Investigated and resolved customer inquiries and complaints quickly.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals
- Handled Escalated calls for resolution
- Educated customers about billing, payment processing and support policies and procedures.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Subject Matter Expert
- Applied highly effective selling skills while properly engaging and presenting solutions to customers.

Patient Care Coordinator, 08/2004 to 09/2005

Hebrew Senior Life – Canton, MA

- Maintained confidentiality of patient data and condition at all times to safeguard health information.
- Supported patient care excellence via planning and interpretation of programs.
- Resolved problems with areas such as communication and billing that could negatively impact services.
- Ordered equipment and supplies for patients that had workmen compensation claims.
- Provided accurate ICD9 and HCPCS quotes to billing departments.
- Delivered stellar customer service to customers.
- Resolved problems with communication and billing to foster seamless services.
- Performed in advisory resource capacity by providing patient and family care expertise.

Insurance Processor III, and Trainer, 08/1997 to 08/2004

University Of Michigan – Ann Arbor, MI

- Scheduled and taught in class and online courses to increase learning opportunities.
- Quickly adapted training plans for client needs, keeping timelines, budgets and desires in mind.
- Managed escalation and resolution processes with external vendors to drive turnaround times.
- Employed job analysis in accordance with principles of instructional design to create effective training programs.
- Eliminated process gaps by implementing new methods of standardized training.
- Posted payments to accounts and maintained records.
- Monitored participant workflow and behaviors throughout training process.
- Resubmitted claims after editing or denial to achieve financial targets and reduce outstanding debt.
- Verified client information by analyzing existing evidence on file.
- Mentored new hires, resulting in stronger staff development and increased productivity.
- Processed claims via EDI (electronic data interface).
- Executed calls, sent emails and employed other channels to communicate with existing and prospective clients.
- Contributed to team-wide goals to improve processes and integrate additional functions into daily operations.

Inpatient Unit Clerk, 06/1996 to 08/1997

Mercy Hospital Springfield – City, STATE

- Received, recorded and addressed incoming and outgoing communication via telephone and email.
- Answered unit calls and took messages for healthcare staff to maximize team productivity.
- Delivered clerical support by handling range of routine and special requirements.
- Coordinated diagnostic tests, including collection of samples and transportation to scanning rooms.
- Answered multi-line telephone system, provided information and directed calls.
- Responded to and resolved diverse patient issues with speedy and knowledgeable assistance.
- Arranged discharges and patient transportations.

Education

High School Diploma: 06/1982

Springfield South High School - Springfield, Ohio