

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.

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

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.

Education

GED - (College of Southern Idaho)

SKILLS

Management,
Organizing.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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