

EXPERIENCE

SMALL BUSINESS RENEWAL ACCOUNT CONSULTANT

Los Angeles, CA

08/2016 – present

- Coordinate and influence superior customer service delivery by developing and maintaining strong intercompany relationships
- Participates in special projects as requested by management
- Recognized as a subject matter expert for products, service and technology aspects
- Participates in all major finalist presentations and RFP(Request for Proposal) / NBEA(New Business Existing Account) situations
- Leads, directs and conducts enrollment/benefit meetings and health fairs for assigned business
- Forges relationships with key customers and consultants; acts as main contact for UnitedHealthcare
- Use designated systems to track and report activity (i.e. Atlas)

ACCOUNT CONSULTANT, SMALL BUSINESS

Chicago, IL

08/2012 – 04/2016

- Influence, educate and train employer groups about UHCs online electronic services, tools, and technologies
- Directly responsible for 1) Timeliness and quality of support provided to AEs, management, customers, and brokers 2) Number and quality of open enrollment meetings 3) Number and quality of customer / broker training sessions delivered on eServices and business impact resulting from that training
- Subject matter expert for electronic services and customer enrollment
- Lead, direct and conduct enrollment / benefit meetings and health fairs for assigned business
- Prepares proposals for renewal and additional sales
- Research, analyze and identify root causes of complex service issues for brokers and customers. Direct dedicated functional experts (billing, customer service, claims, etc.) on corrective action steps / issue resolution to ensure end to end resolution of the issues
- Lead, direct and conduct enrollment/benefit meetings and health fairs for assigned business

SMALL BUSINESS ACCOUNT CONSULTANT

Philadelphia, PA

06/2005 – 02/2012

- Timeliness and quality of support provided to management, customers, and brokers
- Multi - department back - up in San Antonio; assisting the San Antonio Account Executives, Sales Operation Analyst and Account Advisors
- Proficiently plan, coordinate and assist in client and member meetings, group wellness trainings, broker and employer trainings and health fairs
- Multi-department back-up in Phoenix; assisting the Phoenix Account Executives, Sales Operation Analyst and Account Advisors
- Direct dedicated functional experts (billing, customer service, claims, etc.) on corrective action steps / issue resolution to ensure end to end resolution of the issues
- Educate and consult with brokers and employers on enrollment, benefits and electronic service processes
- Directly responsible for 1) Timeliness and quality of support provided to AEs, management, customers, and brokers 2) Number and quality of open enrollment meetings 3) Number and quality of customer/broker training sessions delivered on eServices and business impact resulting from that training

EDUCATION

GEORGIA STATE UNIVERSITY

Bachelor's Degree in Quantitative Disciplines

SKILLS

- Strong business acumen and professional presence / communication skills
- Ability to cultivate relationships with clients
- Ability to present in a small group setting
- Proven effective customer service skills with ability to manage the full customer end-to-end experience and problem resolution
- Working knowledge of small business products and services
- Ability to build productive partnerships and working relationships
- Experience with outbound phone sales
- Experience with financial information, spreadsheets, and financial skills
- Experience working with Small Business Clients
- Proven sales track record