

## Objective

Seeking a challenging Member Advocate position with opportunities to learn new skills and hone current ones.

## Skills

Microsoft Office, Customer Service, Hospitality, People Management.

## Work Experience

### Member Advocate III

**ABC Corporation** - August 2012 - October 2015

- Worked inquiries via web and telephone helping customers understand their healthcare insurance benefits and claims.
- Acted as a concierge assisting customers with transferring medical records, setting appointments, and locating providers.
- Prepared claim adjustments for services that were processed incorrectly.
- Recognized for outstanding customer service going above and beyond the normal customer service representative.
- Over exceeded production and met numbers that were required for the position.
- Assisted with new trainees questions and concerns.
- Used Advanced level computer skills utilized daily.

### Member Advocate

**Delta Corporation** - 2009 - 2012

- Greeting members Handling cash and coins Having a good attitude Always smiling Handling checks Following procedures Depositing and withdrawing money .
- Investigated & resolved member inquiries, complaints, & grievances in customer service call center Served as liaison between the || population, 3,000 .
- Handled accounts for members and advised them of policy information.
- Worked over the phone with members, doctors, specialist on getting the problem fixed.
- Inbound and outbound customer support.
- Responsible for providing service and solutions for Credit Union members by utilizing excellent, in-depth knowledge of company products, departments .
- Specialized in identifying and troubleshooting issues surrounding the conversion to chip-enabled Visa debit & credit cards.

## Education

MBA in Human Resources Management - 2010(South University - Savannah, GA)