

Charlie Carter

81721 Donnelly Club, San Francisco, CA ♦ Phone: +1 (555) 329 5414

EXPERIENCE

CUSTOMER SERVICE ADVOCATE

New York, NY

04/2016 – present

- Assist our global, outsourced Customer Service team in resolving customer's claims/inquiries, providing clear instructions to them when necessary
- Coordinates work activities with supervisors, managers, departments, etc
- Provides expertise and customer service support to members, customers, and/or providers
- Follow the "Golden Rules" of Call Queue Management, Quality Call Management and Quality Email Communication
- Education on disease management programs and healthy living programs personalized to the customer's medical condition or health improvement goals
- Demonstrates/models the Network's Service Excellence Standards of Performance in interactions with all customers (internal and external)
- Works to research and resolve problems in a timely manner while maintaining productivity standards and performance

DEVELOPER ADVOCATE

Boston, MA

07/2011 – 03/2016

- Reviewing and maintaining technical documentation, plus creating other support materials for developers
- Acting as an advocate for our developers, reporting and acting on observed areas for improvement in our support efforts
- Conducting deep dive analysis of and provide routine reporting on inbound contact activity across developers, identifying patterns and trends
- Promote Agile Software Development practices including SCRUM, Extreme Programming (XP), Paired Programming or Test Driven Development (TDD)
- Conducting deep dive analysis of and provide weekly business reporting on inbound contact activity across developers, identifying patterns and trends
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- Actively participating in open source projects and being a member of the open source community

CLIENT ADVOCATE

San Francisco, CA

10/2008 – 05/2011

- Manage policy checking and delivery within mandated time-frame
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- Provide direction and management to the servicing team
- Provide direction and management to the Construction servicing team
- Provide direction and management to the client servicing team
- Provide direction and management to the Real Estate servicing team
- The willingness to go outside of their comfort zone, work on projects outside of the job description, and go the extra mile to make customers successful

EDUCATION

COLUMBIA UNIVERSITY

Bachelor's Degree in Psychology

SKILLS

- Detailed knowledge of, and experience in, health plan claim processing and customer service functions or extensive medical insurance billing and follow up
- Strong organizational and ability to prioritize tasks and meet deadlines
- Valid certificate of good conduct
- Familiar with various types of medical plans and knowledge of client plan provisions
- Acts as a knowledge resource for all items related to participant claims and/or access-to-care issues
- Strong writing and verbal skills
- Computer literate with proficiency in MS Word, Outlook and Excel
- Identifies trends and is able to provide client-ready trend analysis
- Phone and professional interaction skills
- Microsoft Office, Outlook, Windows, Powerpoint, Excel, Word, etc