

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Capable Patient Representative dedicated to providing superior support for patients in need of reliable information regarding insurance coverage, finance options and documentation requirements. Well-versed in scheduling and database management functions for streamlined communication and reduced correspondence backlogs. Excels at identifying client needs and concerns to improve engagement strategies and overall service.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Reliable employee seeking Customer Service position. Offering excellent communication and good judgment.

Experienced Supervisor with over 40 years of experience in Customer Service . Excellent reputation for resolving problems and improving customer satisfaction.

## SKILLS

- Follow through
- Excellent
- Organized nature
- Insurance understanding
- Verbal and written
- Communication
- Relationship building
- Caseload management
- Activity monitoring
- Payment collection
- Insurance verifying
- Friendly Patient Advocate trained in Type software and compliance
- Requirements. Detail-oriented, hardworking and reliable. Successful
- Working with hospital, social service entities and insurance companies
- To achieve positive all-around outcomes.
- Dedicated Job Title highly effective at getting patients connected with
- Valuable resources. Technologically savvy and successful managing
- Large caseloads. Number years of success career experience in large
- Hospital environments.
- Entry-level Job Title familiar with patients rights and assistance programs.
- Friendly team player with talent for operating in fast-paced, dynamic
- Environments.
- Hardworking and passionate job seeker with strong organizational skills
- Eager to secure entry-level Job Title position. Ready to help team
- Achieve company goals.
- Organized and dependable candidate successful at managing
- Multiple priorities with a positive attitude. Willingness to take on added
- Responsibilities to meet team goals.
- Experienced Job Title with over Number years of experience in Industry.
- Excellent reputation for resolving problems and improving customer
- Satisfaction.

## WORK HISTORY

**Patient Advocate**, 09/2003 - 03/2013

**Carillion Health System** – Hardy, VA

- Assisted patients in understanding individual rights and responsibilities in regards to care, coverage and payment
- Responded to patient concerns and questions with compassionate and knowledgeable service
- Worked effectively with staff from all departments to coordinate resolutions
- Entered details into computer systems and managed database of information
- Offered simple, clear explanations to help clients and families understand hospital policies and procedures
- Facilitated communication between patients and various departments and staff
- Recommended service improvements to minimize recurring patient issues and complaints.

**Insurance Agent**, 01/2000 - 04/2002

**American National Insurance Company** – Cecil, PA

- Determined client needs and financial situations by listening and scheduling fact-finding appointments
- Cultivated new business by offering presentations on financial well-being to individuals and groups on term and whole life insurance
- Built relationships with clients using active listening and issue resolution to provide excellent service
- Spent ample time with each customer, verbally reviewing and explaining documents for client comprehension
- Obtained underwriting approval by completing application for coverage
- Sold auto, home, life and other various insurance products to individuals and affinity groups within assigned territory using consultative selling techniques
- Maintained high standards of customer service by building relationships with clients
- Responded to customer calls swiftly to resolve issues and answer questions
- Upsold additional products and services after identifying customer needs and requirements
- Collected premiums on or before effective date of coverage
- Calculated premiums and established payment methods for sales
- Conducted annual reviews of existing policies to update information
- Met with customers to provide information about available products and policies
- Created sources for continuous client referrals within community and with businesses using extensive networking skills
- Finalized sales and collected necessary deposits
- Displayed consistent, positive attitude towards customers, peers and other personnel, even during high-stress situations.

**Supervisor**, 01/1976 - 11/1999

**General Dynamics** – Cherry Hill, NJ

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows
- Created successful work schedules for each team member to maintain deadlines and fully staff shifts
- Achieved results by working with staff to meet established targets
- Streamlined operations to improve process efficiency
- Set overall vision and provided team leadership
- Developed training, task and process guidelines and communicated clear and concise directions to employees
- Evaluated employee performance and coached and trained to improve weak areas
- Worked with management team to implement proper division of responsibilities
- Interviewed, hired and trained new employees for production positions
- Mentored newly hired employees on operating equipment and safety and developed training manual to use for reference
- Tracked and prepared quarterly reports to present to leadership
- Delegated high volumes of work to empower team, build trust and assist with professional development
- Prepared, calibrated and monitored production levels to achieve targets
- Coordinated employee schedules to keep pace with business needs and meet company demands
- Maintained compliance with company policies, objectives and communication goals
- Handled customer complaints, resolved issues and adjusted policies to meet changing needs
- Conducted employee evaluations to provide feedback and set expectations for future job performance
- Enforced rules and regulations outlined in company manual to set forth expectations comprehensively and consistently.

## EDUCATION

**Diploma:** General Studies

**West High School** - Kansas City, MO

I am use to a fast pace environment and high volume of telephone calls. A very reliable person as well as a team player. I have over 45 years of experience. I am retired and I live alone so I am able to devote my attention to my work. I am capable of working with no supervision and have a great care for others.

Business Administration

**Kansas City Business College** - Kansas City, MO