

RELATED SKILLS

- Strong experience in working as a business consultant.
- Familiarity with working in a call center environment, insurance, and benefit claim organization .
- Familiarity with managing projects & tasks.
- Exceptional knowledge of working with commercial insurance accounts/products.
- Deep knowledge of TAM, EPIC, and similar organization management software.
- Outstanding knowledge of various carrier, IAT and similar websites.
- Huge knowledge of Webinars & Social Media Communication Management.
- Proficient in communication (verbal, written and presentation).
- Proficient in the use of programs such as Microsoft Word, Excel, and PowerPoint.
- Immense ability to collaborate with others/work as part of a team.
- Extreme ability to identify, analyze, discuss and confirm application/system requirements from prospects and relevant stakeholders and prepare and present winning presentations and proposals.
- Outstanding ability to analyze issues and extrapolate appropriate solution.
- Uncommon ability to identify potential problems and provide proactive solutions for management of problems.

JOB DUTIES

Client Advocate, 2016 - Present TriNet

- Coordinated account and market reviews of key metrics and best practices.
- Managed and closed sales opportunities for hc1.com and delivered measurable performance improvement results for customers.
- Pursued opportunities unique to each assigned account in terms of marketing and operations.
- Prepared and made recommendations to remote clients, third-party clients and AES business units, including IT.
- Served as an essential link between customers and all other care providers.



KRISTI I.HOLMES

CLIENT ADVOCATE

CAREER OBJECTIVE

Seeking a challenging position as Client Advocate where my skills and knowledge will add value to the organization.

CONTACT

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