

# JESSICA CLAIRE

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## SKILLS

- Customer Service Oriented
- Organized
- Effective Communicator
- Team Player
- Sales-minded
- Multi-tasking
- Flexibility/Versatility
- Well-versed in Microsoft Word/Excel/CRM's

## EDUCATION

Cal State University, Fullerton  
Fullerton, CA • 05/2016

**Bachelor of Arts:** English  
Graduated Cum Laude May 2016,  
GPA: 3.51  
Dean's List - Spring 2013, Fall  
2013, Spring 2014, Spring 2015 (en  
Italia), Fall 2015, Spring 2016,  
Member - Golden Key Honor  
Society  
• Majored in English (with an  
emphasis in modernist poetry  
and prose)

API/Lorenzo De' Medici University  
Florence, Italy  
A semester long study abroad  
program in Florence, Italy. Studies  
included world religions, English,  
and Italian language.

## PROFESSIONAL SUMMARY

I am an energetic personality with more than 10 years of experience offering quality customer service. A team leader focused on maintaining effective communication, a diligent work ethic and having a growth mindset. I am looking to transfer my personable skillset I have gathered from my Jessicae in the service industry to something more aligned with human resources. Between being involved with health insurance for years and having a passion for navigating benefits with customers and vendors for years, this position sounds like a great opportunity to help employees understand and utilize their benefits to maximize their experience.

## WORK HISTORY

### Mrci Worksource - Patient Access Advocate

Shakopee, MN • 01/2021 - Current

- Build and maintain relationships with patients, providers, or other key stakeholders ensuring their best interests are met. Proactively keep them informed of progress, issues, and other important updates.
- Act as patient advocate by identifying all possible avenues of healthcare coverage, coordinate between doctors office's, patients and pharmacies.
- Manage and respond to incoming calls and determine how best to meet the needs of the customer. Ensure calls are documented per established guidelines and procedures.
- Provide oversight and guidance on the transfer of prescriptions based on their degrees of urgency to specialty pharmacies, including tracking deliveries, settling shipping disputes.
- Assist with training new Patient Access Advocates by shadowing/reverse shadowing them.
- Streamlined/updated more than 45 documents/or processes since program launch, involved in client feedback for improvement.
- Answer roughly 10-15 calls/inquiries per day

### Electric Boat - Program Specialist

Stonington, CT • 10/2019 - 01/2021

- Apart of the Emergency Service Request (ESR) Team that handled client escalations/high sensitivity cases where patients were experiencing a barrier to continuing treatment.
- Conduct insurance verifications to understand if patient's prescribed therapy is eligible for coverage. Coordinate prior authorizations, investigate alternative insurance coverage, or other funding sources.
- Process patient applications of various complexities, and follow the programs specifications to determine their eligibility. Place follow up calls and respond to enquiries from patients and/or healthcare providers as necessary.
- Liaise with partner distributors and pharmaceutical manufacturers to request products per program's guidelines and track shipments.
- Be familiar with the market place and insurance options available for patients. Educate patients on available options as appropriate.
- Maintain a professional, calm and friendly demeanor. Express thoughts and instructions clearly in both verbal and written communication
- Answer upwards of 40 calls/Inquiries per day

### Davidson College - Program Representative

Davidson, NC • 12/2018 - 10/2019

- Quickly and efficiently manage incoming faxes from program customers, identify the nature of the request, triage faxes and calls information in applicable software systems, and manage customer inquiries per established procedures, as necessary.
- Conduct outgoing calls to obtain any missing information needed to complete program service, or other appropriate information on a case by case basis.
- Provide clean, complete, and accurate data of information into appropriate software systems.
- Manage, organize, and coordinate mailing of all outgoing program related materials per program's specifications.

### Marriott International - Lugg Driver

Goodlettsville, TN • 09/2018 - 12/2018

- Completed routine pre and post trip inspections to evaluate vehicles and assess maintenance needs.
- Loaded and secured items in trucks to avoid damage to parcels during delivery.
- Coordinated efficient merchandise loading and unloading to keep up with tight schedules.

### Corbin's Q - Catering Manager

City, STATE • 02/2015 - 09/2018

- Worked directly with Farmer's Markets and Restaurant Teams to lessen turnover and improve SOP's
- Developed new process for employee evaluation which resulted in marked performance improvements.
- Responded to client requests via telephone and email, I would be the main point of contact for any and all catering/events.
- Initiated key partnerships with wedding venues in San Diego Area increasing revenues by 100% over span of 2 years
- Obtained documents, clearances, certificates and approvals from local agencies/parties involved in our service.
- Resolved employment-related disputes through proactive communication.
- Led comprehensive safety training for 20 staff members.
- Handled understaffing, disputes, terminating employees and administering disciplinary procedures.
- Coordinated work activities of staff relating to employment, compensation, labor relations and employee relations.

### Outpost Summer Camps - Group Coordinator

City, STATE • 06/2013 - 08/2016

- Worked with children of varying age, interest, skill and developmental levels.
- Organized and guided group activities by leading, coaching and participating with campers.
- Participated in meetings to coordinate with other staff on campers' progress, issues and goal achievement.
- Constructed benches, mulched and cleaned facilities in rotation with some other volunteers.
- Trained staff members on conducting events and following safety procedures.
- Coached and mentored camp counselors and instructors in effective strategies for relating to students and teaching important life skills.
- Communicated with parents, staff and teachers regarding children or program issues.

## ADDITIONAL INFORMATION

- Worked on behalf of pharmaceuticals like Johnson and Johnson (Janssen) and Gilead.
- Familiar with Siebel, Pegasys, and Salesforce (CRM's)
- Familiar with Saba and Microsoft Office