

# **Charlie Carter**

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## **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