

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## PROFESSIONAL SUMMARY

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Well-trained Customer Advocate, offering vast experience in healthcare customer service, excellent interpersonal communication skills and comfortable in building working relationships with our clients and customers.

## SKILLS

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- 14 years of experience as a health care customer advocate.
- Excellent problem solving and communication skills, both verbal and written.
- Ability to sustain work pressure in an efficient way.
- Exceptional interpersonal skills.
- Well organized, detail oriented, positive attitude and strong work ethics.
- Honest, hard working, respectable and caring.
- Excellent team player.
- Fast learner and flexible with work timings.

## WORK HISTORY

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04/2011 to Current **Customer Advocate**

**Ally – Troy, MI**

- Provide exceptional and professional customer service to our customers, clients and peers in a prompt and efficient manner.
- Resolve internal and/or external escalated issues for benefits, claims and customer inquiries within the required timeframe.
- Perform extensive and precise research for any benefit, claim and/or pharmacy inquiries required by CSP and claim adjusters to perform their duties with fewer delays.
- Focus on our client and customers needs and expectations to ensure the best possible information and/or resolution is provided.
- Request Access to care updates for both active and retiree customers.
- Assist and promote various Wellness programs.
- Engage and/or conduct weekly meetings with CSP, manager and peers to bring forth any concerns, issues or possible trends with the City of Houston account.
- Face to face interaction with client and customers on a daily basis.
- Provide support to internal/external peers, CSP, Sales etc.
- Establish and maintain good working relationship with client and customers
- Excellent computer skills and knowledgeable with various software programs. (Oneview, Argus, CED, CPF, ICMS, MHS, MSS, Word, Excel, Outlook etc)

04/1999 to 04/2011 **Customer Advocate Specialist**

**Blue Cross Blue Shield Of Texas – City, STATE**

- Responsible for resolving basic/escalated internal and external benefits, claims and member inquiries.
- Data entry, process and finalize claims.
- Performed claim adjustments for Medicare, HMO and PPO products.
- Investigate and submit requests through Financial Suspense System to recuperate financial overpayments.
- Inform the policies and procedures to the members.
- Update membership and prescription inquiries.
- Update Secondary insurance Information.
- Assist with Retirees with Medicare Coordination of Benefit inquiries and updates.
- Performed various tasks in a timely manner.
- Handle written correspondence from members and providers.
- Communicate with Healthcare professionals to resolve issues.
- Promote Wellness Programs.
- Participate in City of Houston Annual Open Enrollment meetings.

## EDUCATION

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1996

**GED**

**Houston Community College - Houston, TX**

## ADDITIONAL INFORMATION

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Bilingual - Fluent in both English and Spanish