CARL MEDINA

Phone #: (530) 363-8855; Email: [carl.l.medina@comcast.net](mailto:carl.l.medina@comcast.net)

SUMMARY OF QUALIFICATIONS

* Team player, adaptable, and sense of urgency on any given task
* Strong attention to detail, integrity, honesty, dependable, and high professional ethics
* Maintains a positive attitude and very eager to learn while displaying self-control

EDUCATION

AAS, Network Security, Heald College, Rancho Cordova, CA Graduation: April 2014

* GPA: 3.1
* IT Club Member
* Perfect Attendance Award
* 100% Club Member, putting forth 100% effort while at Heald College

**WORK EXPERIENCE**

**WESTERN HEALTH ADVANTAGE, Sacramento, CA** 2019 – Present

Member Services Representative

* Providing quality customer care to WHA clients over the phone, including members, providers and brokers.
* Educating clients about how HMO plans work and giving solutions to inquiries
* Ensuring that members understand the basics of their insurance by performing outbound welcome calls

**MAXIMUS INC, Folsom, CA** 2016 - 2018

Customer Service/Operations Support Representative

* Processed health plan enrollments for beneficiaries over the phone
* Educated beneficiaries about their health care options in a fast-paced environment
* Assisted Health Care Options representatives with questions they had about clients and handled the phone calls if they became escalated. Quality check was also done on certain health plan enrollments to ensure clients were enrolled correctly

**PRIDE INDUSTRIES, Roseville, CA** 2015

Warehouse Member

* Managed and stocked supply shelves on stock room floor
* Kept stock room clean and organized
* Interacted with co-workers in a cooperative and friendly manner

**SACRAMENTO METROPOLITAN FIRE, Mather, CA** 2014

IT Department Intern

• Received and fulfilled help desk ticket requests from clients working at the facility

• Installed Windows on new PCs

• Performed troubleshooting on client’s workstation hardware and software issues

**MILITARY EXPERIENCE**

**UNITED STATES AIR FORCE RESERVE, Travis AFB** 2010-2012