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| Jarvis Mansfield | | |
| **Current Address:**  3320 Towneship Road  Antioch, TN 37013-1236 |  | Jarvis.Mansfield63@gmail.com  318-282-5108 |

**SUMMARY OF QUALIFICATIONS:**

* Six years of unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
* Competent at managing responsibilities in a high-volume atmosphere.
* Hard worker, quick learner, and ability to assume responsibility. Worked my way through college as a full time student-athlete all while maintaining an acceptable GPA and working multiple jobs.
* Exceptional communication skills, both verbal and written. Maintain excellent rapport with customers, vendors, supervisors, and colleagues of all socioeconomic backgrounds.
* Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
* Technology Savvy in latest technology and online communication ranging from, social media, blogging and online business promotions.
* Versatile and multi-skilled person. Committed to professional development through acceptance of criticism, flexibility, patience and awareness to understand when to lead and follow.
* Meticulous worker; attentive to quality and detail.

**EXPERIENCE**

March 2014- Current

**Optum360 –** Franklin, TN

Billing and Collections Representative

* Contact customers to determine reason for claim delinquency of multiple hospital accounts.
* Responsible for follow up with Insurance companies and hospitals on payment information.
* Notable clients and Insurances include Medicaid, Medicare, Hackensack hospital of New Jersey and Ochsner hospital of Louisiana.
* Responsible for developing, implementing, maintaining and managing organization policies on collection practices.
* Work with outside legal counsel and/or outside agencies in more complex collection cases.
* Basic tasks are completed without review by others.
* Ensured, reviewed, verified and supported timely payment of medical debt by scheduling payments and taking appropriate action to recover overdue payments from patients.
* Maintain files of received reports, contract logs, and invoices from vendors.
* Coding invoices and other documents with the appropriate general ledger account and department or cost center number.

November 2012- December 2013

**Healthways –** Franklin, TN

Health Coach

* Inbound/Outbound calls to patients for multiple private and state insurance accounts to improve chronic and acute medical conditions. Caseload consists of 2000 clients managed without supervision.
* Notable worked contracts and insurances include; Blue Cross Blue Shield of Tennessee, State of Ohio, Lockheed Martin and Eli Lily.
* Knowledgeable of medical documentation and HIPPA guidelines.
* Encouraged adoption of habits that are conducive to a higher quality of life.
* Developed and distributed health education materials to identified patients with medical conditions.
* Responsible for developing customized care plan for program participants including goals and plan of action.
* Participated in Healthway’s Toastmasters forums to increase verbal communications in multiple business and personal settings.
* Member of Heathway’s tobacco treatment specialist certification program.
* Participated in professional development classes covering leadership, public speaking, call quality, and customer service.

June 2011 – June 2012

**Finishline -** Monroe, LA

Customer Service Representative- Part time

* Performed sales and customer service responsibilities.
* Performed cashiering, stockroom upkeep and store upkeep as needed.
* Maintained company standards regarding personal sales metrics.

June 2009 – July 2011

**University of Louisiana at Monroe -** Monroe, LA

Summer Recreation Student Supervisor/intramural sports supervisor- Part time

* Responsible for Check-in/Checkout of all children with authorized adults.
* Scheduled weekly activities for camp and distributed to each team leader.
* Implemented a Health and Nutrition Class to teach children about health and wellness.
* Monitored daily intramural games for safety and field maintenance
* Distributed weekly game schedule to all players and referees.
* Supervised five to ten employees during summer Recreation program.

November 2008 – March 2010

**Sears -** Monroe, LA

Customer Service and Sales Representative- Part time

* Provided direct customer care through telephone and email interactions, and assisted in analyzing needs and selecting appropriate merchandise.
* Handled direct and escalated calls from customers who need or request detailed, product-specific information that is beyond what is routinely available from searching or navigating the website.
* Consulted with customers and on product selection and, when appropriate, product substitutions.
* Called Vendors or in-house product experts for information or help in problem resolution.
* Handled order processing tasks, such as order entry, confirmation notices, Delivery and Installation set up and order queries.
* Resolved basic and routine ordering problems and requests, and decides when call and issue escalation is needed.

**EDUCATION:**

**University of Louisiana at Monroe,** Monroe, LA Fall 2007 – Spring 2012

Bachelor of Science in Kinesiology

Major: Fitness and Sports