plumbmelody@gmail.com ⧫ 6309 78th Pl NE Marysville, WA 98270 ⧫ (425)308-0285

Melody r plumb

* Strong Customer Service Skills
* Excellent Time Management
* Quality & Audit Standards
* Strong Organizational Skills
* Creative Problem Solver
* LEAN- minded
* Word & Excel proficient
* Excellent Research Skills
* First Aid/CPR
* 10-Key & Data Entry Skills
* Money Handling & Balancing Tills/Vault
* AFT/ACH Expertise
* Credit Reporting
* Medical Coding Certificate
* Aromatherapy Experience

professional Experience

Premera Blue Cross

⧫ 7001 220th St SW Mt Lk Terrace, WA 98043

***Senior Membership & Billing Specialist***  April 20, 2001 – February 19, 2017

New enrollment, changes for existing members and terminations:

Customer Service calls on correspondence for elevated member opportunities.

Excel worksheets and research for billing issues and payment requests.

Consistent process improvement ideas for every day processes to save time & hours spent

Premera Blue Cross

⧫ 7001 220th St SW Mt Lk Terrace, WA 98043

***Amazon Claims Team***  February 20, 2017 – December 12, 2017

***Created process improvement and tools for referral entry team saving up to 20 minutes per referral***

In team real time primary on member services IM box for elevated requests and issues,

**education**

American College of Healthcare Sciences ⧫ Aromatherapy Certification- 2018/current

Everett Community College ⧫ Medical Coding Program- 2017/18

Bellevue College

⧫ Interior Design- 1992

Lakewood High School ⧫ Graduated 1991

**References- professional**

jENNIFER PERRY- 425-367-9663

Sales Effectiveness Consultant with Premera Blue Cross

DEBRA HELLAND- 425-918-3085

Technical Support Specialist with Premera Blue Cross

**References- personal**

LARRY MACH- 425-327-9447

Family friend

kRISTA mCcLIMANS- 425-418-3777

EvCC Professor, Highschool Teacher