

Darah Spitzer

Miami, FL 33175

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PROFESSIONAL SUMMARY

Ethical customer service representative adept at processing high volumes of error free transactions and meeting department goals. Offering 20 years experience in quickly resolving customer concerns and issues while maximizing customer retention. Proficient in managing conversational flow and diffusing difficult customer situations.

SKILLS

Meticulous attention to detail
Results oriented
Team Player

Resourceful
Interpersonal communication skills
Customer Relations

WORK HISTORY

ADMINISTRATIVE PRODUCTION ASSISTANT | 08/2018 to 06/2020

Black Sheep Productions - Miami, Florida

- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Managed office inventory by replenishing supplies.
- Performed general office duties including answering multi-line phones, routing calls and messages.
- Executed record filing system to improve document organizing and management.
- Prepared packages for shipment, pickup and courier services for prompt delivery to clients.
- Maintained the cleanliness of props and kept an organized inventory readily available for rent.

CASE PROCUREMENT MANAGER | 01/2013 to 06/2018

Diversified Underwriters Services Inc. - Doral, Florida

- Ordered and followed up on medical requirements and labs.
- Thoroughly investigated past due invoices and minimized number of unpaid accounts.
- Contracted providers to discuss status of rebilling and reimbursement process to ensure account resolution.
- Recorded and filed patient data with medical records by retrieving images and matching to files in paperless environment using Paperclip software.

- Carefully reviewed medical records for accuracy and completion as required by insurance companies.
- Demonstrated knowledge of HIPAA Privacy and Security regulations by appropriately handling patient information.
- Handled Policy Owner Services and the forwarding of time sensitive notices to insurance brokers.

JUNIOR CASE MANAGER | 04/2009 to 01/2013

Diversified Underwriters Services Inc. - Doral, Florida

- Followed up on progress of outstanding requirements, document case file, notified Case Managers and Brokers as needed.
- Review and record case related information from the Home Offices based on daily downloads of information.
- Processed outstanding requirements on insurance cases and ensure such requirements were completed at the Home Offices.
- Contacted agents to inquire on delivery of insurance policies, process delivery requirements and follow up policies until placed in force by the carriers.
- Verified that information in the computer system was up to date and accurate.
- Promoted client retention by consistently offering high quality service and follow through.
- Verified and logged in deadlines for responding to daily inquiries.

MARKETING REPRESENTATIVE | 11/2006 to 04/2009

Diversified Underwriters Services Inc. - Doral, Florida

- Solicited business from new and existing agents in an effort to increase overall sales of Life Insurance, Annuities and Long-Term Care.
- Made 100-150 outbound cold calls per day.
- Tracked down sources of special products and services to meet agents special needs.
- Submitted up to date activity and production logs to agency management for review.
- Followed up with new and potential agents regarding online information requests.
- Assisted in handling inbound calls for the Marketing Department and provided basic information to new and existing agents.
- Ran illustrations originating from the Marketing and New Business departments.
- Assisted Brokerage Consultants in the gathering of information for Impaired Risk cases and Inst-A-Quotes.

EDUCATION

Miami Palmetto Senior High School - Miami, FL | High School Diploma

06/1999