

Derrick Webb

CLAIMS/CUSTOMER SERVICE/SALES

Ontario, CA
foreal101@hotmail.com - 909 509 2203

Authorized to work in the US for any employer

WORK EXPERIENCE

Club President (Non Profit)

Toastmasters International - Rancho Cucamonga, CA - January 2012 to Present

EXCELLED IN PUBLIC SPEAKING, MANAGEMENT, EVENT PLANNING, LEADERSHIP, MENTORING, CUSTOMER SERVICE

Claims Representative

ANTHEM BLUECROSS - Pomona, CA - November 2008 to May 2015

Process new insurance policies, modifications to existing policies, and claims forms.

- Verify data accuracy and completeness within claim form applications, company records and related documents, obtaining policyholder information.
 - Increase profits and meet performance goals.
 - Build client trust providing high level customer service and protecting private information.
- Secure all policyholder data, preserving patient privacy and personal, protected information, complying with HIPAA.
- Update existing policies and company records, reflecting changes requested by policyholders and insurance company representatives.

Shift Leader

IDLEAIRE TECHNOLOGIES - Ontario, CA - April 2006 to May 2008

Managed day-to-day operations including direct sales and sales support, cash/ merchant handling, customer service, management. Exceeded target goals achieving top district sales position.

- Ensured high level of customer and employee satisfaction, delivering positive growth in client relations and revenue.
- Coached and mentored sales team on interpersonal skills, including encouragement and positive reinforcement, generating revenue.
- Operated at high volume organizational site, implementing efficient management process and protocols.

Customer Service Driver

JOB OPTIONS INC - San Bernardino, CA - August 2004 to January 2005

Customer Service Driver

Pre Loader

UPS - Ontario, CA - August 2004 to January 2005

Warehouse, Loading/Unloading

Customer Service Representative

Check Into Cash - San Bernardino, CA - January 2003 to August 2003

EDUCATION

Bachelors of Science in Business, Business Management

University of Phoenix - Ontario, CA

2017

LINKS

<http://www.linkedin.com/in/dwebb2>

ADDITIONAL INFORMATION

Skill Sets

Kenexa Prove It! Assessment Results (2015):

MS Word (91%), Excel(76%), PowerPoint(80%), 10 key(100%), 10key with decimals (100%), Data Entry Check (100%)

Toastmaster| Customer Service | Data Entry| Processing | Collection |Field Calls

Daily Documentation | Presentation | Mentoring | Evaluation | Public Speaking| Database Management |

Merchant Banking | Direct Sales | Management

Marketing | Auditing|