

# Keith Thomas

Canton, GA

keithdavithoma@yahoo.com - (248)-688-2133 (248) 991-4809

To achieve a position in the medical customer service management area, where I can utilize my interpersonal and organizational skills in order to reach people with high quality services that will improve their day to day lives and help them lead a better quality of life

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## WORK EXPERIENCE

### Customer Service Manager

Unitedhealthcare AARP - Kennesaw, GA - July 2015 to Present

- Answers in and out bound call to respond to basic questions of Physicians and insurance companies and ensure that they are resolved in a timely manner
- Assists in authorizations for medications and other billing issues
- Performing the assigned administrative tasks
- Interacts with all levels of medical professionals
- Explains policies and procedures to the patients

Partners In Diversity/ VA Hospital

Insurance Verification Specialist

Receive Inbound calls regarding eligibility of certain medication benefits per individuals based on coverage held at the time. Assist with disclosing additional information of coverage per case. Process complaints and assist fellow agents, and support to new agents in order to meet company goals and expectations. Followed up with supervisor calls, de-escalating calls and took over calls to de-escalate.

### Asst. Store Manager

Aaron's sales and lease - June 2011 to July 2015

June 2011

\*Accounts managing, debt collecting, delivering merchandise, daily deposits, sales, and generating new accounts. \*Setting appointments for customers to pay, service calls, field visit homes, work and references to stop theft, balance healthy profit and lost, inventory, supervise 13 employees, attend conference calls. \*Communicate with regional manager, set the alarm, up keep store vehicles, and handle all concerns.

### Professional Customer Services Rep

JP Morgan Chase Bank - February 2008 to March 2011

Responsible for dealing with customer relevant queries, complaints and request for information on products and services \*Assigned the tasks of processing customer orders as well as provides details about their banking information and services to customers

\*Handled the responsibilities of designing activities to improve business performance and customer satisfaction

\*Communicates effectively with teams in the program to ensure quality and timely expedition of customer requests.

\*Handled the tasks of preparing customer correspondence and updating customer files

### Customer Service and Bill Collector

Medical Financial Solutions - February 2006 to January 2008

Received inbound calls from patients concern about their bill. \*Handle some insurance calls billing them or rebilling them. \*Set up loans, payment arrangements and settlement offers. \*Out bound cold calls collecting dormant debts for the hospitals.

### **Asst. Manager**

Rally's - Redford, MI - May 1995 to October 2000

Generated reports and surpassed all store goals.

- \* Hired and trained all employees.
- \* Ordered, stocked, and kept clean store.
- \* Operated and assist new stores with grand openings.
- \* Made deposits, basic data entry and customer service.

### **EDUCATION**

#### **Bachelor's in Electrical Engineering**

Michigan University - Dearborn, MI  
1995 to 2000

#### **Diploma in General Studies**

Osborn High School - Detroit, MI  
1995