‍Keila Bolen **424 Morningbird Ct, Niceville, FL 32578 | (850)333-2811 | keila.bolen@gmail.com**

Objective

To succeed in a stimulating and challenging environment, where I can use my talents and skills to learn, grow, and advance both personally and professionally.

Skills & Abilities

Project Management

* Selected for an employee rewards committee. Identified needs and successfully created and implemented recognition programs.
* Committed to excellence in detail minding and productive flexibility

Growth

* Proactively engaged in self development activities to support continued growth as a caring, successful professional who actively contributes to the success of the organization through adherence with all quality management practices and commitment to the organization’s vision
* Dependable, responsible contributor committed to progress, excellence and success

Communication

* Experience with creating and delivering concise and effective power point presentations.
* Practiced listener
* Effective written and oral communication skills

Efficiency

* Experience with identifying redundant practices and procedures. Effective at eliminating redundancy by removing or replacing ineffective strategies.
* Proven ability to prioritize well to accomplish goals and achievements in the timeliest manner.
* Demonstrated consistent retention of expert knowledge in areas relevant to my positions.

Tools

* Proficient in Microsoft Office Professional Suite, including but not limited to Word, Excel, OneNote, and PowerPoint
* Ability to learn new systems quickly

Experience

Quality Review, Audit Sr. Associate | Cigna Health and Life Insurance | Feb 2012 - July 2015

* Conducted quality audits for new group, renewal, and changes for rates, group setup, booklets, and contracts.

Customer Advocate -CA II | Blue Cross Blue Shield of TX | Dec 2008 - July 2011

* Assisted providers on inbound calls with any issues including but not limited to benefits, claims, adjustments, and authorizations. My last 2 years there I had 100% quality and numerous compliment calls.

Inbound Account Manager | Waste Management | Feb 2006 - Sept 2008

* Managed business to business accounts in all aspects of service. Negotiated contracts on new as well as retention calls to ensure customer satisfaction, balanced with an acceptable profit margin for the company.

Customer Service – Sales | Citigroup | Feb 2005 - Nov 2005

* Took inbound calls for the credit card department. Assisted cardholders and educated them when necessary. Offered card related products and services, based on qualifications and the type of call. Maintained legal compliance at all times.

LinkedIn (Details & References)

https://www.linkedin.com/pub/keila-bolen/100/2a3/314