

BPO TEAM LEADER

Summary

Seeking to provide top-quality support to ensure a competitive advantage in the global marketplace.

Accomplishments

Recognized for playing an instrumental role in exceeding company expectations for turn around time during 4th quarter at 95% in 4 days. Achieved a strong relationship with agents/sales of company partners in exceeding groups expectation of service, and increased sales relations.

Experience

BPO Team Leader 02/2015 to 02/2017 Company Name City , State

- Managed and motivate BPO Onboarding Team to meet team goals
- Auditor of documentation and group implementation.
- Interact with PPO Network management, clients, agents and sales
- Executed and met project deadlines
- Strong sense of urgency; able to resolve escalated issues immediately.
- Developed and executed implementation workflow/processes.
- Maintain 95% within 4 days TAT for implementation of groups, 5% above agreement with client.
- Manage over 3000 clients and brokers.

BPO Implementation Specialist 05/2013 to 02/2015 Company Name City , State

- Infrastructure for O drive and folders.
- Developed a more efficient system for emails/BPO Workflow and manual
- Enhanced and improved maintenance of agent/group information with DW (Data Warehouse program)
- Assistant to Account management team and VP of Administration.

Re-pricing Coordinator 06/2009 to 06/2013 Company Name City , State

- Re-pricing of HCFA and UB's claims. Developed relationships with PPO network management vendors: Select Health Partners, Encore, Multiplan, Medicare, DHS and Aetna claims.
- Correspond with Examiners regarding status of RRT referrals.
- Solely responsible for all Aetna claims, 30,000 lives. Implemented workflow and first manual of Aetna process.
- Improved and decreased errors with auditing process
- Verification of Provider/Facility PPO status.

Administrative Assistant/HR Assistant 04/2004 to 04/2009 Company Name City , State

- EZ-Movers - Long Distance Dispatcher Assistant.
- Long Distance scheduling of drivers/trucks.
- Administrative paperwork for pickup and delivery.
- Data entry of information of customers.
- Spreadsheet upkeep of scheduled deliveries.
- Interact with customers and drivers in regards to pickups/deliveries and/or payments.
- Rainbow Hospice - Receptionist.
- Front desk duties.
- Incoming and outgoing faxes.
- Assist PCM, Clinical secretary, RN, Social workers.
- Handle all incoming calls, to both main office and ARK location.
- Process all faxes accordingly.
- Keep accurate track of overnight calls, and team faxes.
- General Administrative duties.

- Answering phones.
- Processing invoices.
- Data entry of all purchase orders, using scanning system, batch invoices and close file.
- AS400 used.

Administrative Assistant II/HR Coordinator 08/2002 to 01/2004 Company Name City , State

- Assist management in coordination of organizational administration activities (performance review, cost center updates, customer issues) and within scope of authority, resolve problems and issues independently and proactively.
- Responsible for the daily operations of the field office, assuring employees were up to date with pertinent information; work closely with the Office of Building in any issues.
- Prepare and process, submit reports, timekeeping and other payroll and business operations processes; train staff or management on timekeeping and other administrative processes.
- Expense reports submission.
- Review; approve all invoices/billing for process.
- Submission of checks for payments.
- Utilize SAP program.
- Assist management in special projects.
- Attend meetings, seminars and record notes or provide information when needed.
- Schedule and coordinate meetings, conferences, travel arrangements and maintain group or manager's business calendar.
- Manage the process of on-board additions/transfers to staff to assist the manger in ensuring a smooth transition.
- Responsible for the day to day coordination and routine administration with LAN activities for field office.
- Interface with internal and external contacts regarding business unit administration issues and concerns.
- Demonstrate the ability to organize and balance the responsibilities of budget control (travel, supplies, invoice processing).
- Excellent interpersonal skills, with the ability to interact with internal/external business partners and staff at all levels.
- Excellent organizational skills to prioritize and coordinate multiple tasks.

Education

Producers License : Life and Health 2013 Kaplan City , State

B.A : Business Administration 2018 Kaplan University City , State

Associate of Science : Business Administration 1992 Northwestern Business College City , State

Business Administration

Pastoral Counseling 2014 New Hope Counseling School City , State

B.A. (nonaccredited) : Ministry and Biblical Studies 2014 International School of Ministry City , State

Skills

Administrative duties: Active Learning, Calendaring, Client Relations, Computer Proficiency, Coordination, Creative Problem Solving, Critical Thinking, Customer Needs Assessment, Customer Service, Data Entry, Documentation, Email, Executive Management Support, Filing, Grammar, Internet Research, Letters and Memos, , Multi-Task Management, Organizational Skills, Prioritization, Scheduling, Service Orientation, Telephone Skills, Time Management, Travel Arrangements, Type 85 WPM, Typing, Vendor Management, Documentation auditor. Hospice Assistant, Human Resources assistant. Invoice processing, Order entry, Re-pricing of claims, Receptionist, Recruiting and trainer. **People skills :** great enthusiastic people person, advanced problem-solving, great organizational skills. **Computer skills:** MS Office, Data entry, RIMS, SAP, Outlook, Data Warehouse Maintenance, Provider Maintenance Microsoft Excel, Microsoft Office Suite, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word.