**Shawn Findlater  
2338 SW Savage Blvd, Port St Lucie, FL, 34953**

**(772)-985-3577**

**Email: Shawnbaghem@gmail.com**

**INTRO**

Seeking positions that will put my many years of experiences and skills to use

Two years of Mental Health Service experience

Ten years of Customer Service experience

Excellent written, typing, and communication skills, with an eye for detail

Highly productive in high volume, high stress environments, a self-starter with a positive and can do attitude

**EDUCATION**

Indian River State College

2013 - Present

Majoring in Business Administration and Health Management

Associate Of Arts In Business Administration

High School Graduate; Port St Lucie High School

**EXPERIENCE**

Monitor/ Supervisor Roston Solutions / FEMA

09/10/2017 to 05/15/2018 - Job Description; I was working to help with the clean up of debris in the st Lucie and Martin county areas. I was the one supervising the trucks as they cleaned up and also making daily reports of the events of each day and keeping detailed records to be turned in each day.

Customer Service Advocate Envision Commercial Insurance – Port Saint Lucie, FL

11/04/2016 to 08/01/2017 – Responsibilities; Helping Pharmacies, Doctors’ offices, and Patients with being able to get their prescription drugs at the pharmacy. For example, if there was a problem with the patient’s prescription then the pharmacies would call us so that we would be able to help them resolve the issue. From handling issues with Rejections of the medication to contacting the patients’ doctor’s office to get an exception for the patient medication so that it would be able to be paid by the insurer. Documenting each pharmacy, doctor’s office and patients calls and sending request forms and emails to other departs and the patient’s insurance plans.

Patient Service Representative McKesson - Port Saint Lucie, FL

10/ 2015 to 05/ 2016 – Responsibilities; Schedule appointments for patients to see their Primary Care Physician. Gave great customer service skill on each call. Documented the individual patients charts for each Physician, also emailed the individual practices to inform them of changes that was made to the schedule on a daily basis, as in cancelling of an appointment, rescheduling, same day appointments and emergency Red Flag appointments. Also, document the reason for the patients visit or reason to see the physician. And documents the patients’ records and sign them up for access to My Chart so that the patients would be able to see their own records and information that the Doctors place on their charts after each visit and also see their test results from the comfort of their own home. Accomplishments; Always gave 100% accurate information and wonderful soft skills to each patient. Skills Used; Use of the software program EPIC

Customer Service Representative Convey Health Solutions

08/20/2013 – 05/05/2015 - Duties include providing customer service to members on the phone who are getting their prescriptions from CVS Caremark. I provided the members with detailed information about their Medications; educate them on Medicare Part D and Part B. I also placed orders for medications for deliveries and made payments for insurance copay and coinsurance.

Left detailed notes and fully help the customer to feel satisfied on each call.

Customer Service Rep Simple Mobile Phones/ IVOX Solutions

03/2012 – 12/2012 - Responsible for answering inbound customer service calls, taking payments and walking them through the phone setup process.

Cashier/ Server / Restaurant Assn Areas Inc. / Earl of Sandwich

04/2011 – 11/2011 - Handling cash and helping customers with their purchases. I was also helping to make sandwiches and daily food items.

CUSTOMER SERVICE REP LIBERTY TAX SERVICE

01/2010 – 04/2010 - Making phone calls and helping customers when they came into the office.

Mental Health Tech TCFTC Geo Care

03/2007 – 08/2009 - Helped in the daily life skills for residents with I.T.P and mental disabilities, made programs and charted their progress.

**SKILLS**

• Proficient in Windows, Internet and MS Office (Words, Excel, and Access)

• Good Typing Skills, Soft Skills, and a Fast Learner.

**Reference**

Tashawna Stallworth Managerial

TCFTC Geo Care 5 years + (772) 528-6910