
Corey L. Slade

1632 Splitrail Dr., Encinitas, CA 92024 • (760) 822-2474 • corey.slade@gmail.com

EXPERIENCE

Covance Inc.

Program Specialist

San Diego, CA
October 2017-April 2018

Program Specialist for Covance (contracted through Corestaff), responsible for serving as the customer's primary point of contact, providing operational and reimbursement support to programs within Covance. I provide case management services and have worked on multiple Patient assistance programs. In this capacity I am responsible for quickly responding to incoming calls & faxes and identifying how best to assist, owning issues and removing obstacles that may be preventing patients or their providers from accessing treatment and documenting calls in a clear, concise, and detailed manner. I also conduct insurance verifications to discover if a patient's prescribed therapy is eligible for coverage, coordinate prior authorizations, and investigate alternative insurance coverage or other funding sources on the patient's behalf. I process patient applications of a wide variety, and follow each program's guidelines to determine their eligibility for assistance. Including placing follow up calls for further information from the patient or provider, and coordinating with partner distributors and the pharmaceutical manufacturer requests for products or tracking of shipments. It is important that I be familiar with the market place and insurance options available to patients, and I also educate them on their options and what is available. Finally I assist in the training of new team members by shadowing/reverse shadowing and providing them with resources I personally put together to ease the learning curve when first starting a new program.

GreatCall, Inc.

Customer Service Agent

Carlsbad, CA
March 2016-February 2017

Customer Service Agent for GreatCall, Inc., cell phone and safety device provider. Responsible for handling a multitude of incoming calls from customers each day, regarding issues ranging from disconnects, troubleshooting, billing questions, rate plan changes, retentions, and more. I would handle a high volume of calls every day with the goal of one call resolution for every customer's problem. Also responsible for meeting adherence, revenue, and retention goals.

Reuters/Ipsos

State Director

Encinitas, CA
September 2014-November 2014

State Director of Montana for the Reuters/Ipsos Election Reporting Project, in charge of ensuring that all 56 counties had the proper coverage and all the Election results were reported on Election night. I managed 5 Regional Coordinators and Election agents assigned to each of the 56 counties as well as Reserve agents acting as backups. Building upon previously gathered information we worked as a team to build a contact network that coordinated on Election Day and successfully reported the results of all 56 counties.

National Field Team

October 2014-November 2014

Concurrent to the State Director for Montana position, worked as a member of the National Field Team, filling in where needed, helped with conference calls and provided answers and technical assistance to other State Directors, Regional Coordinators, and Election Agents across the country. Made phone calls to work out problems with election officials in trouble areas. Compiled ballots for filling in results on Election Day

Election Systems Inc.

Data Coordinator/IT Technician

Carlsbad, CA
June 2013-September 2014

Worked on multiple projects with ESI, starting with the Reuters/Ipsos project, made phone calls and reached out to local election officials across the country, building a contact network from the ground for the new Election Results reporting project. Worked on other contracts to qualify petitions for the ballot; responsibilities included processing and validating petitions for errors, duplicates, fraud, etc. Created Excel spreadsheets and entered

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results of processing/validating, consolidated information. Coordinated with our contractors for receiving and follow up, communicating the processing/validation results and discussing any problems with them. Responsible for in-house IT work, computer set up and troubleshooting (Linux and Windows), network set up, general troubleshooting, etc.

The Home Depot

Head Cashier

Encinitas, CA

December 2008 – March 2013

Responsible for expediting customers through the store's registers by ensuring the efficient operation of the cashier team and front-end operations. Assisted in the supervision and training of Cashiers, taking over Cashier duties as needed and maintenance duties. Provided a fast, friendly, accurate checkout and excellent customer service. Trained new Cashiers in proper procedures and Code of Conduct. In charge of running the front end, ensuring there were no lines, that everyone got their breaks and lunches on schedule, and that the lot was clean, with carts available for all customers. Identified and acted to resolve any issues that occurred on the front end. Ensured that monthly training was completed on time and identified areas for improvement for Cashiers and coached or retrained them as needed.

Vons

Deli Clerk

Encinitas, CA

May 2008 – August 2008

Responsible for providing customer service in a fast paced grocery store environment. Made sandwiches, sliced meats and cheeses to order and for prepackaged selections. Cooked and restocked food in the Deli area.

Arno Political Consultants

Petition Validation/Clerical (Temp)

Carlsbad, CA

July 2007 – September 2007

Counted signatures on petitions as well as validated signatures against a database for validity. Processed petitions quickly and accurately as they were submitted to the company.

Islands Restaurants

Host, Expediter/Back Server

Encinitas, CA

March 2006 – January 2007

Responsible for greeting and seating customers in a fast paced restaurant as well as maintaining a clean restaurant for optimal guest experience. Worked as an Expediter/Back Server responsible for ensuring that all orders leaving the kitchen were of the best quality and matched the customer's specifications, running orders, taking drink orders, and creating a positive environment for the guests.

TRAINING and EDUCATION

La Costa Canyon High School

High School Diploma

Carlsbad, CA

June 2007

Mira Costa College

Current Student

Phi Theta Kappa

President's List

Encinitas, CA

August 2012-Current

ADDITIONAL INFORMATION

- <https://www.linkedin.com/in/corey-slade-3ab015b7/>
- Computer Skills: Windows, Ubuntu, iOS, Microsoft Word, Excel, PowerPoint, Outlook, Siebel, SPSS, and Adobe Photoshop
- Technical Skills: Experience with Computer hardware assembly and maintenance
- Interests: Reading, Gadgets, Gaming and Computers