

UHC Medicare Advocate UHC Medicare Advocate Sr Network Admin, Sr. Business Analyst, Sr Systems Admin, Project Manager, Waco, TX Dynamic team builder, motivator, leader, communicator, technical advisor, facilitator, performer. Authorized to work in the US for any employer Work Experience UHC Medicare Advocate C3/CustomerContactChannels - McGregor, TX August 2018 to May 2019 Comprehensive Medicare Parts A, B, C, D, F management and administration AARP and United Health Care Plan management and support to include the following Member Services HMO Plan support/model admin Specialist Referral Model admin Program Medical Group member maintenance/member advocate, managing and disposing Facility/Provider Claims, PMG Provider Claims, IPA Capitation Balance Billing oversight (liaison) Primary Medical Group Billing & Prior Authorizations (liaison) Delegated Group Billing & Prior Authorizations for medical procedures, medications, labs, diagnostics, and skilled facilities. Coverage Determinations for facilities, providers, clinics, medications (Tier & Formulary Exceptions) Appeals submission for denied medical and prescription claims. IT Consultant (Contract) Metro Lumber - Waco, TX February 2018 to June 2018 Infrastructure analysis, case study presenting findings on local upgrade, administration/support (in-house) vs cloud based deployment. ROI, recommendation, findings presentation before stakeholders. IT Manager/ Systems Administrator FourFoot, LLC - Waco, TX August 2016 to September 2017 MS Dynamics NAVISION 2008 Administrator daily routine and utility audits, operational and functional support for all corp. departments MS SQLServer 2014 Administration MS Server 2008 R2 Systems Support and Administration, MS Network Administration -Windows Authentication Proj Coordinator for MS NAV 2016 migration effort. Citrix XenApp & Citrix Receiver Administration and Support Citrix UCCX & CUCM/Unity Engineer - Cisco VoIP Dell DCSE Certified warranty tech (Servers, Desktops, Portables) Server Administration Support for Dell PowerEdge R710s, R620s MS ExchgServer Administration. MS Active Directory ADSI Admin. Firewall & VPN Administration for the Cisco 5500 Series Adaptive Security Appliance (ASA) through CSM to include corp group and functional user administration. Punchh-outs, Drops, WiFi Admin and AP installation (Cisco). VMware Administration. Education Associate of Applied Science in Computer Science Texas State

Technical College-Waco - Waco, TX June 1988 to July 1990 Skills Microsoft Dynamics Navision (NAV 2016) (1 year), Microsoft SQL Server Administration (3 years), Microsoft Server 2008 R2 Server (4 years), Citrix XenApp and Receiver Administration and Support; Cisco CUCM/Unity (1 year), Dell PowerEdge Server Administration (R710, R620, model servers) (1 year), MS Exchange Administration (2 years), MySQL (3 years), COBOL (10+ years), Firewall & VPN Administration for the Cisco 5500 Series Adaptive Security Appliance (ASA) through CSM; (1 year), Active Directory (ADSI) (6 years), Networking (10+ years), IT Project Management (7 years), VMware (3 years), IT Management (10+ years), Office Applications (10+ years), c++ (4 years), Unix Administration (8 years), System Administration (10+ years), Systems Integration (8 years), Data Mining (4 years), Cross-Functional Team Leadership (10+ years), Change Management (8 years), CRM (4 years), Linux (6 years), TCP/IP (10+ years), Active Directory, System Administrator Awards FedEx Purple Promise Award for Technical Excellence Nomination 2009-07 The Purple Promise is the heart of the FedEx can-do spirit. It honors and rewards our shared commitment to customers and to each other when team members deliver on the Purple Promise: I will make every FedEx experience outstanding. Certifications/Licenses DELL Certified Systems Expert (DCSE) Present FIELD HARDWARE DIAGS & REPAIR Dell Business Class Servers (PowerEdge) Dell Business Class Desktops (Optiplex, Precision, Vostro) Dell Business Class Portables (Latitude, XPS, Alienware) Dell On-Site Diags Dell Customer Experience Dell Field Deployment - Site Manager

Name: Andrew Zamora

Email: colleenmorales@example.net

Phone: (436)518-4046x4192