

Insurance Service Representative Insurance Service Representative Tech Support Customer Service Houston, TX Outgoing Certified CSR 11 years of experience in various areas of the inter-office. Strong organizational documentation and Processing Skills. Seeking to leverage my technical and medical professional expertise to grow in the field of Medical Billing and Coding support. Authorized to work in the US for any employer Work Experience Insurance Service Representative Allstate Insurance - Pearland, TX June 2019 to August 2019 Speaking to prospects and clients and looking for additional cross-sales of P&C and Life insurance. Assists with answering incoming calls ,such as billing questions Assisting co-workers with various tasks Data Entry and typing documents Completing changes to insurance policies. Sending Faxes and emails Making calls to other Allstate Departments for assistance Documenting all your work L1 Tech Support Unisys / Futuerwave - Augusta, GA December 2018 to March 2019 Support Identity Access Management solutions as well as supporting n-tier web applications. Support REST APIs. MCSE with concentration in Active Directory 2008 R2 Handle customer issues, including initial troubleshooting, identification of root cause and issue resolution. Collect information and document bugs with engineering for product issues Knowledge of core Microsoft product stack, including Windows Server, Windows Workstation, Active Directory, DNS, DHCP, and Group Policies Payroll Professional Tech Support ADP/ BC Forward - Augusta, GA August 2018 to November 2018 Augusta, GA 8/6/2018 - 11/19/2018 Termination Workbooks: Provide a summary of an associate's final pay, calculate associate's end deduction amounts, calculate severance payments and show end dates based on entries taken from MSS Transfer in Database: Use Master Control for transfer of associate year to date totals from one pay group to another; final notice provides direction on associate pay for processing week. Daily Matrix: Use of daily matrix to locate associates with effective termination and transfer dates for processing according to state and federal laws. Overpayments: Contacting associate's via email or telephone to advise of pending overpayment cases; also forwarding notices for to advise associates of repayment options Programs used daily: Working knowledge of EV5, Salesforce, iReport (Tech)- Database Administrator TaxSlayer - Evans, GA November 2017 to April 2018 Troubleshoot installation and

equipment problems. Analyze and resolve problems through effective customer interface and communication. Creating escalation tickets for issue resolution Data extraction, recovering corrupt files Remotely configure network setting Provided application/navigation support for web browser Inform of changes in the web based software Account Manager AT&T / S4 Communication - Houston, TX August 2016 to April 2017 Knowledge of multiple client interface software Develop and maintain effective proactive relationships Probe clients to uncover technical direction, business challenges, and potential obstacles Influence a project strategy through functional, technical product knowledge Provide support in analyzing the system and design cost effective solutions that meet customer requirements Establish and manage activities toward project milestones independently as the account manager. Customize AT&T products / services to meet the client needs and make recommendations and provides solutions to meet their needs. Medical Coordinator N G & B Enterprise - Houston, TX July 2015 to December 2015 Responsible for coordination training and HIPAA compliance Processing Medical records and Generate reports Schedule and maintain medical appointment and submit weekly reports File Medical records for active and inactive clients Schedule follow up appointments per providers instruction Research of inquiries; Escalations Enrollment Specialist General Dynamics Information Technology - Houston, TX January 2015 to June 2015 Complete related administrative tasks that support the enrollment process included but not limited to: document imaging & indexing and preparation of check requests Researching VA insurance claims, COB, COBRA, member eligibility, and contract and benefit issues for resolution. Knowledge of multi-state Medicare, Medicaid and commercial payer enrollment Follow-up with insurance companies regarding provider participation status Assists in the coordination and gathering of all information necessary for the successful set-up of a new client. Participates in conference calls with the clients to review the status on an as needed basis in a high volume atmosphere. Customer Service Representative EZ Pawn - Houston, TX May 2014 to January 2015 Master procedures and practices of data entry in EZ CORP database File and maintain paperwork in an organized manner Utilize effective interpersonal skills to carry out simple transactions with client Processing sales, loans, and

extensions    Contacting customers to generate new and repeat business    Testing and assessing merchandise Enrollment Specialist General Dynamics Information Technology - Houston, TX August 2013 to May 2014    Research complex issues across multiple databases and work with support resources to resolve customer issues and / or partner with others to resolve escalated issues    Resolve benefits, eligibility and claims, financial spending accounts and correspondence    Guide and educate customers about the fundamentals and benefits of managing their health selecting the best benefit plan options,    Intervene with care providers (doctor's offices) on behalf of the customer to assist with appointment scheduling or connections in a high volume environment    Meet the performance goals established for the position in the areas of: efficiency, call quality, customer satisfaction, first call resolution and attendance Education Certification in Medical Brightwood College - Houston, TX June 2012 to May 2013 High school or equivalent in General Studies Alphonso Crutch LSC Charter School - Houston, TX August 2002 to May 2003 Skills MICROSOFT ACCESS, MICROSOFT EXCEL, MICROSOFT OFFICE, MICROSOFT OUTLOOK, Help Desk, Service Desk, Desktop Support, Tech Support, Active Directory, Helpdesk Support, Customer Support, Comptia, MAC, Customer Service, Call Center, Linux Links <http://alexismcduell.com> Certifications/Licenses Medical Billing and Coding Present Assessments English Communication Skills: Typing    Familiar May 2019 Measures a candidate s ability to effectively transcribe text using a                      standard                      keyboard.                      Full                      results: [https://share.indeedassessments.com/share\\_assignment/uzjhjh8wncgnbjow](https://share.indeedassessments.com/share_assignment/uzjhjh8wncgnbjow) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Skills: Spanish Speaker, Knowledgeable of Microsoft Office, Microsoft Outlook, Microsoft Excel, Microsoft Access. Working knowledge of iReport, EV5, and Salesforce, and proficient of PC usage.

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