

Customer Service Representative | Customer Service Representative | Customer Service Representative | - Centene Corporation Little Rock, AR Work Experience Customer Service Representative | Centene Corporation - Little Rock, AR September 2018 to Present Respond to telephone inquiries from members and/or providers within established timeframes utilizing current reference materials and available resources Provide assistance to members and/or providers regarding website registration and navigation Document all activities for quality and metrics reporting through the Customer Relationship Management (CRM) application Process written customer correspondence and provide the appropriate level of timely follow up May coordinate member transportation and make referrals to other departments as appropriate Maintain performance and quality standards based on established call center metrics including turn-around times Customer Service Manager Wal- Mart Supercenter - Little Rock, AR August 2016 to September 2018 Investigate customer's problems and find solutions Communicate with customers via phone Issue refunds to customers. Oversee product exchanges and returns Ensure that all policies and procedures are followed Assist with all customer complaints Onboard new associates and assist with orientation of new employees Security Officer Pulaski County Special School District - Little Rock, AR August 2015 to July 2017 Provide a safe environment for students and staff Assist with district Routinely patrol all areas of assigned school for illegal or questionable activity. Assist in the enforcement of District rules/practices relating to the order and safety of building, grounds and students. Aid in the investigation of classroom disturbances, assaults or possible criminal activity during school and district activities. Maintain positive working relationship with students, staff and the general public. Maintain appropriate grooming and physical appearance. Use physical force, only as necessary, to restrain a student who poses a threat to himself and/or others. Facilitate the resolution of problems among students, parents and school staff in order to reduce the possibility of criminal activity and violence at school. Provide security during school functions such as athletic events, dances, PTA programs and any school- sponsored activity when the building administrator and security department consider attendance advantageous. Perform some heavy lifting Check building for fall safety hazards to include potential hazards on the playground. Contact law

enforcement agencies whenever possible criminal activity is suspected. Attend all security department meetings and in-services. Data Analyst - Risk Management Robert Half Staffing - Little Rock, AR October 2014 to June 2015 Process Complaints from Patients Determine applications are fully completed Secure additional information from Patients, Attorneys Process financial request for payments to Patients, Attorneys, etc. Provided training sessions for employees to ensure a safe environment Individual Issue Analyst/ IT Support Specialist US Able Life - Little Rock, AR October 2010 to August 2014 Conduct coding of applications and establish coverage information and eligibility Determine applications are fully completed Secure additional information from applicants, employers, or marketing representatives as necessary Underwrite and approve applications with clean medical background according to underwriting guidelines Assign policy numbers and market codes Prepare correspondence Make adjustments/changes to group premium statements as indicated by employers Desktop Support Purchase order for entire IT Department Medical Diagnostic Analyst University of Arkansas for Medical Sciences - Little Rock, AR February 2007 to December 2010 Served patients in a manner so they felt welcomed and relaxed Assisted patients in understanding their liability and responsibility regarding their bill Scheduled and managed complex patient testing schedules as needed Coordinated hospital admissions, consults, and surgeries and managed patient check-in and registration Conducted triage telephone communication Verified claims, audits, and accounts and corrected billing records errors Conducted account reviews and directed to appropriate departments for resolutions Education MBA in Human Resources Strayer University - Little Rock, AR September 2017 to Present B.S. in Computer Science Philander Smith College - Little Rock, AR 1995 to 1999 Skills Call Center, Customer Care, CSR, Customer Support, Customer Service Assessments Customer Focus & Orientation Highly Proficient July 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/kmaukcj-uamigvp1 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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