

Alexander Griep

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OBJECTIVE

Efficient professional with proven problem-solving, creative thinking, and teamwork skills.

Aiming to leverage my abilities to successfully fill the Jr. Web Developer role at your company. Frequently praised as results-oriented by my peers, I can be relied upon to help your company achieve its goals.

PROFESSIONAL EXPERIENCE

LEADERSHIP

- Support new hires in Collections with business processes and best practices.
- Volunteered for two committees, Recognition and Content Review, with duties outside job description.
- Led conflict resolutions sessions between vulnerable adults in residential setting.
- Provided extended supervision to usual staff for acute behavioral issues.
- Planned and presented lesson topics to classrooms of up to 60 students.

TROUBLESHOOTING

- Investigate and resolve failed RCAM log-ins, return payments, and change of account information.
- Analyzed health insurance claims to determine the reasoning for denial.
- Researched terms of coverage for medical procedures in response to policyholders.
- Assessed behavioral problems and redirected to positive alternatives, escalating as necessary.

COLLABORATION AND COMMUNICATION

- Create and update accurate business processes for departmental use.
- Effective communication with Target guests to facilitate payments on past due accounts.
- Explained how to resolve coverage disputes to insurance policyholders.
- Collaborated with co-workers to plan and execute activity schedules and roles for vulnerable adults.

CONFIDENTIAL INFORMATION

- Follow compliance guidelines as mandated by state and federal law for release of Redcard account information and business processes.
- Followed Health Insurance Portability and Accountability Act guidelines as set forth by Department of Human Services.

COMPUTER KNOWLEDGE

- Fully proficient with TSYS, Quick Remit, LiveVox, Salesforce, Skype, Microsoft Word, Excel, Outlook, and Powerpoint.
- Provide assistance with computer issues for co-workers.

EMPLOYMENT HISTORY

<i>Sr. Collections Specialist</i> , Target Corporation, Brooklyn Park, MN	2016-2019
<i>Health Plan Specialist</i> , Medica Health Insurance, Hopkins, MN	2014-2016
<i>Resident Counselor</i> , Zumbro House Inc, Bloomington, MN	2013-2014
<i>Adjunct Professor</i> , Jilin Institute of Chemical Technology, Jilin, China	2011-2013

EDUCATION

Bachelor of Arts - English, University of Minnesota, Morris – Morris, MN

CERTIFICATIONS, ADDITIONAL TRAINING & RESPONSIBILITIES

University of Minnesota MERN Full Stack Bootcamp	Sept 2019-March 2020
CLP Content Review Committee - Target	July 2018-Sept 2019
Outbound Call Initiator – Target	August 2018-July 2019
CLP Recognition Committee – Target	Sept 2018-Nov 2018
The Art of Negotiation – Medica	November 2015
Get Ahead in the Business Environment – Medica	February 2016