Kindra Tappan

6321 SE 70th Avenue Portland, OR 97206 \* (503) 260-7904 Kindratappan@yahoo.com

Education:

University of Wisconsin-Madison

Bachelor of Arts, 1997 graduate

Employment History:

**Integrated Claims Examiner** (September 2012-February 2013)

Matrix Absence Management

* Analyzed and adjudicated assigned claims, determined benefits due according to established procedures, plan documents and state and federal guidelines
* Collaborated with nurse case managers and workers’ compensation staff to medically and financially manage disability claims within duration guidelines
* Communicated claim process and decisions to claimants and the client by telephone and in written communication; maintained professional client relationships
* Managed the Leave of Absences for all Stanford Hospital and Clinics employees

**Short Term Disability Benefits Manager** (June 2007-September 2012)

Aetna Life Insurance Company

* Evaluated information received, calculated, adjusted and paid benefits according to plan or state provisions; requires knowledge of medical terminology, CPT and ICD 9 coding
* Managed the Leave of Absences according to federal and contractual guidelines for all Boeing employees
* Provided timely and effective claim service; handling non-contestable claims, conducting technical investigation of complex contestable claims, accidental, and disability claims arising under life and disability insurance
* Deliberated with medical staff and employers to facilitate reasonable return to work strategies

**Life Benefits Analyst** (October 2003-January 2007)

Standard Insurance

* Researched and analyzed information pertaining to Life and AD&D claims; accurately determining eligibility and entitlement to benefits
* Resolved contractual and legal issues using effective oral and written communication to ensure compliance
* Trained and developed new employees as well as reviewing the work of less experienced analysts; taking the lead in training classes as needed
* Participated in implementation meetings of new sold groups as well as developing training manuals for customers

**Commission Specialist** (May 2002-October 2003)

Standard Insurance

* Contributed to team sales and growth goals by administering timely compensation to producers
* Established and maintained producer records that controlled bonuses, expense accounts and debit balances
* Promptly responded to licensing and appointment inquiries and explained state compliance regulations
* Collaborated with and serviced offices to achieve a cohesive teaming environment

Computer Proficiency and Related Qualifications:

Windows 7, XP, Microsoft Office (including Word, Excel, PowerPoint)

Efficient and organized, with a history of meeting or exceeding established performance standards

Excellent oral and written communication skills

Experienced in maintaining confidentiality and communicating with a diverse range of clients