

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105

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## CAREER OVERVIEW

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Highly motivated administrative and customer support professional experienced in working in fast-paced environments. Dependable with strong organizational, technical and interpersonal skills. Detail oriented and performance driven professional with over 10 years of customer service and administrative experience. Recognized for my ability to work independently or as a team player, exceptionally customer service skills and my ability to meet and/or exceed goals. Communicates effectively with all levels of management and personnel. Demonstrates a strong commitment to a company's success through dedication, outstanding work ethic, and pride in work.

## CORE STRENGTHS

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- Strong organizational skills
- Active listening skills
- Sharp problem solver
- Customer service expert
- Adaptive team player
- Courteous demeanor
- Intermediate Microsoft Word/Excel skills
- Data entry
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## ACCOMPLISHMENTS

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Customer Service/Supervisor Escalations

- Researched, calmed and rapidly resolved member conflicts with providers to prevent collection efforts.
- Assisted supervisor with escalated issues between the member and internal/external business partners.

UnitedHealthcare 2012 Tier 1 Top Performer

- Maintained Tier 1 performance goal status in all performance goal categories for the entire 2012 year.

Commitment Champion

- Assisted peers with researching and resolving commitments ranging from medical claim submission and processing, medical benefits interpretation and education, pharmacy claims and benefits, etc.

Peer Coaching

- Assisted peers with one-on-one coaching on clinical referral programs and the process and procedures for the Advocate4me model.

## WORK EXPERIENCE

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08/2014 to 05/2015 **Health Advocate-Advocate4Me**

**Bcd Travel** â€“ Wilmington, DE,

- Assist plan members with medical benefits, appointment scheduling, and clinical referrals
- Provide concierge services to members to assist with resolving issues with internal and external vendors and business partners
- Assist plan members and providers with medical claim processing and adjustments
- Process and pay medical and financial account claims
- Provide financial accounts information including processing, status and submission requests
- Assist peers and supervisors with escalated issues
- Advocate4Me referral champion for team

09/2013 to 08/2014 **Rapid Resolution Expert-RRE**

**Unitedhealth Group** â€“ Cedar Creek, TX,

- Assist plan members with medical claim processing and adjustments.
  - Resolve customer service inquiries.
  - Assist members with verifying benefits and providers with claim processing inquiries.
  - Assist peers and supervisor with escalated issues.
- Process and pay medical and financial account claims.

02/2011 to 09/2013 **Customer Care Professional/Health Advisor**

**Anthem, Inc.** â€“ Big Spring, TX,

- Assist plan members with their benefits and eligibility.
- Resolved customer service inquiries.
- Assist members with claim information and provider with claim processing inquiries.
- Assisted members with enrollment of the medical benefits.
- Assist peers and supervisor with escalated issues.
- Commitment champion for health advisor team

10/2005 to 08/2009 **Travel Counselor**

**Lube-Tech Services, Llc** â€“ Clear Lake, MN,

- Assist corporate clients with travel arrangements.

- Resolved customer service issues between client and travel vendor.
- Knowledge of MySabre, Gateway, Lotus Notes, etc.
- Ability to perform efficiently in a fast-paced environment.
- Data Entry
- Peer Coaching for new hires

06/2005 to 09/2005 **Customer Service Representative**

**Temporary Resources** â€™ City, STATE,

- Schedule appointments for agents to discuss insurance services to potential clients.
- Data Entry
- Resolved issues and answered questions from enrollees on their new coverage.

2001 to 05/2005 **Office Assistant**

**JB's Mobile Transporting Service** â€™ City, STATE,

- Prepare and submit invoices for services completed.
- Schedule appointments; receive loads, track routes and company expenses.
- Create and submit advertisements such as business cards, flyers, brochures, web site design, etc.
- Data Entry
- Perform all bookkeeping functions including quarterly fuel taxes.

01/2000 to 11/2001 **Office Assistant/Sales Representative**

**East Bessemer Auto Sales** â€™ City, STATE,

- Complete all paperwork on vehicles purchased and sold.
- Finalize sales of vehicles including submitting paper work to DMV.
- Input and track all purchases, sales, and payments in computer software.
- Data Entry
- Create company business cards, flyers, brochures, etc.

1999 to 01/2000 **Assembly Worker**

**ManPower** â€™ City, STATE,

- Assemble light fixtures.
- Inspected fixtures for damage or incorrect parts.
- Worked in team environment to pack fixtures to prepare for shipping.

## EDUCATIONAL BACKGROUND

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**Certificate: Medical Office Administration**

**Guilford Technical Community College** - Jamestown, NC

GPA:

Coursework in Medical Coding and Terminology.

2012

**A.A.S: Office Administration**

**Guilford Technical Community College** - Jamestown, NC

GPA: Dean's List-Fall 2009, Spring 2010, Summer 2010 \*Honor's List

Coursework using Microsoft Office Applications/Software, Data Entry, and

Information Processing

Dean's List-Fall 2009, Spring 2010, Summer 2010

Honor's List-Fall 2010

2005

**A.A.S: Business Administration**

**Guilford Technical Community College** - Jamestown, NC

GPA:

Coursework in Business Administration, Communications, Basic Accounting, and

Microsoft Office Applications/Software

## SKILLS

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Customer Service, Member Advocate, Data Entry, Claims Processor, Multi-tasking, Problem Solver, Intermediate Proficiency in Microsoft Word, Excel and Outlook, Professional and Friendly.