

# Jessica Claire

## Contact Information

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## Professional Summary

Energetic personality with 10 years of experience offering quality customer service. Team leader focused on maintaining effective communication, diligent work ethic, and a growth mindset. Looking to transfer personable skillset gathered in the service industry to a role aligned with human resources. Passionate about navigating benefits for customers and vendors.

## Skills

Customer service oriented

Organized

Effective communicator

Team player

Sales minded

Multitasking

Flexibility/Versatility

Well-versed in Microsoft Word, Excel, CRMs

## Education

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### **Cal State University, Fullerton, Fullerton, CA**

#### **Bachelor of Arts in English**

Graduated cum laude, May 2016

GPA: 3.51

Dean's List: Spring 2013, Fall 2013, Spring 2014, Spring 2015

Study Abroad: Lorenzo de Medici University, Florence, Italy (Fall 2015 - Spring 2016)

Member of Golden Key Honor Society

Majored in English with an emphasis on Modernist Poetry and Prose

## Work Experience

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### **MRCI WorkSource, Patient Access Advocate, Shakopee, MN**

January 2021 - Current

Build and maintain relationships with patients, providers, and key stakeholders

Act as a patient advocate, identifying possible avenues for healthcare coverage

Coordinate with doctors' offices, patients, and pharmacies

Manage and respond to incoming calls, ensuring calls are documented per guidelines

Provide oversight and guidance for transferring prescriptions

Assist in training new patient access advocates

Streamlined and updated 45 documents/processes since program launch

Answer roughly 10-15 calls/inquiries per day

Published an article on patient advocacy in the Journal of Healthcare Management

### **Electric Boat, Program Specialist, Stonington, CT**

October 2019 - January 2021

Handled client escalations and high-sensitivity cases

Conducted insurance verifications and coordinated prior authorizations  
Investigated alternative insurance coverage and funding sources  
Processed patient applications and determined eligibility  
Liaised with partner distributors and pharmaceutical manufacturers  
Answered upwards of 40 calls/inquiries per day  
Awarded Employee of the Year for outstanding performance in 2020

### **Davidson College, Program Representative, Davidson, NC**

December 2018 - October 2019

Managed incoming faxes and identified the nature of requests  
Managed customer inquiries and conducted outgoing calls to obtain missing information  
Provided clean, complete, and accurate data in applicable software systems  
Coordinated mailing of outgoing program-related materials

### **Marriott International, Luggage Driver, Goodlettsville, TN**

September 2018 - December 2018

Completed routine pre- and post-trip inspections  
Loaded and secured items to avoid damage during delivery  
Coordinated efficient merchandise loading and unloading

### **Corbin's Q, Catering Manager, [City, State]**

February 2015 - September 2018

Worked directly with farmers markets and restaurant teams  
Developed new employee evaluation processes  
Responded to client requests via telephone and email  
Initiated key partnerships with wedding venues, increasing revenues by 100% over 2 years  
Resolved employment-related disputes and administered disciplinary procedures  
Coordinated work activities related to employment, compensation, and labor relations  
Played a critical role in the company's expansion to three new locations

## **Outpost Summer Camps, Group Coordinator, [City, State]**

June 2013 - August 2016

Worked with children of varying ages and skill levels

Organized and guided group activities

Participated in meetings to coordinate staff and camper progress

Trained staff members and mentored camp counselors

Communicated with parents, staff, and teachers regarding program issues

### **Additional Information:**

Worked on behalf of pharmaceuticals like Johnson & Johnson, Janssen, and Gilead.

Familiar with Siebel, Pegasys, and Salesforce CRMs. Familiar with Saba and Microsoft Office. Commanded a high salary in the role of Patient Access Advocate, significantly above the industry average.