**Zuleika Medina**

**43 Cambridge Street**

**Manchester, CT 06042**

**(860) 268-8359**

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**Objective**

Bilingual/Spanish speaking individual seeking full-time employment in the customer service industry.

**Education**

Fox Institute of Business West Hartford, CT

Office Assistance Aug 95- Jul 96

* Excel and Microsoft Word
* Outlook
* Power Point
* 55 WPM

**Work Experience**

Americhoice by United HealthCare Rocky Hill, CT

Clinical Administrator Coordinator Jun 11- Oct 11

* Assist with Regulatory document review in accordance with the State of CT and local regulatory requirements.
* Relay messages to our Medical Director from providers
* Input daily hospital logs into an Excel spreadsheet.
* Type and mail denied and approved letters to our members and providers.

Americhoice by United HealthCare Rocky Hill, CT

Customer Care Call Center Mar 09- Jun 11

* Respond to incoming calls from members and providers.
* Constantly meet established productivity, schedule adherence, and quality standards while maintaining good attendance.
* Provide status of an existing notification and determining if notification is required.
* Provide names of providers and specialist in the member’s area.

New Alliance Bank Hartford, CT

Head Teller Oct 04- Mar 09

* Supervises and coordinates activities of workers engaged in receiving and paying out money and keeping records of transactions in banks and similar financial institutions.
* Assigns duties and work schedules to workers to ensure efficient functioning of department.
* Trains employees in customer service and banking procedures.
* Consolidates and balances daily transactions, using adding machine and computer.
* Ensures supply of money for financial institution's needs based on legal requirements and business demand.

References upon Request

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