**QIANA COACHMAN**

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**PROFILE**

* More than 10 years of customer service and administrative experience in diverse business settings
* Experience in Event Coordinating, Project Management, Client management, Credit and Collections, and Customer service.
* Effective communicator with strong organizational and coordinating skills.
* Conscientious, energetic, enthusiastic, responsible and motivated to help other people.
* Flexible and highly adaptable quick learner who enjoys challenges.
* Analytical and detail oriented problem solver with a strong work ethic.
* Adept at working under pressure to meet time sensitive deadlines.

**EDUCATION**

**University of Connecticut**

Bachelor of Arts degree received December 2005

**EXPERIENCE**

**DIRECTOR OF PRODUCTION AND EVENTS**

ELEVEN28ENTERTAINMENT Hartford, Connecticut (6/2005-present)

* Coordinate, promote, plan and organize events.
* Proactive with ideas and incorporating them as they relate to events.
* Cultivate relationships with partners regarding continuous and new events.
* Project management from initial concept through final product.
* Reserve venues and assist with the preparation of facilities for events.
* Provide event briefings to management throughout event-planning process.
* Provide on-site support and management of volunteers and staff during events.
* Maintain event files.
* Execute all work and meet all commitments effectively as scheduled, on time and within budget.

**CLIENT RELATIONSHIP MANAGER**

UNITED HEALTH CARE/OPTUMHEALTH FINANCIAL Hartford, Connecticut (10/2007-3-2009)

* Built relationships with employer/group clients and served as the primary point of contact for overall and day-to-day service.
* Outward-facing, dedicated resource for assigned accounts, typically with direct client contact and large or complex accounts.
* Facilitate/Liaison/Manage/Own/Triage and follow through escalating customer issues to resolution
* Report outcome and resolutions back to appropriate Strategic Account Executive or client/customer
* Document escalated client issues, actions and data in the Sharepoint Log daily
* Summarized key issues and actions for Account Management Teams
* Proactive with clients through communication regarding improvements and preventative measures
* Represented clients internally and coordinated with other areas to implement client systems, complete projects, and address ongoing service needs.
* Proactive in finding solutions to gain account penetration and growth
* Present Web based presentations as needed

**CREDIT ANALYST**

RADIO FREQUENCY SYSTEMS Meriden, Connecticut (9/2006-10/2007)

* Pulled Dunn & Bradstreet reports to assess financial risk on a case-level basis for both new and existing customers.
* Obtained and contacted customers’ credit references to verify payment history.
* Prepared individual financial status reports for existing customers.
* Reviewed and approve sales orders for customers whose credit balance exceeds their limit.
* Managed customer credit files including collections in accordance with credit policies.
* Analyzed and corrected invoices and purchase orders when discrepancies are involved.
* Prepared and review trial balance reports for past due accounts.
* Maintained knowledge of cable and antenna systems and other manufacturing products.
* Maintained company records, databases, and files.

**SENIOR DISABILITY CASE MANAGER**

METLIFE Glastonbury, Connecticut (10/2001-7/2004)

* Managed all aspects of Short Term, Long Term, and Family Medical Leave Claims.
* Conducted phone interviews with employees, employers, and attending physicians.
* Authorized the release of disability benefits through intellis and UDS systems.
* Made claim decisions within established timeframe and assessed claims for return to work potential on a continuous basis.
* Created disability claim shop work flows using Microsoft Visio.
* Typed, edited, and revised disability training materials before being sent for review and approval.
* Prepared visual training slides using PowerPoint.
* Developed DisabilityCheat Sheets which allowed Claims Examiners to review plan documents easier for faster claim decisions.

**CLIENT SERVICE LIASON**

MEDSPAN HEALTH OPTIONS Hartford, Connecticut (6/1998-9/2000)

* Maintained levels of service to meet customer plan design.
* Covered phone queue for incoming provider and members calls.
* Provided members and providers with accurate plan information.
* Researched claim information for adjustment process.
* Indexed claims via LuminX system and forwarded to appropriate claims analyst.

**COMPUTER SKILLS**

Microsoft Word, Excel, Visio, PowerPoint, Outlook, and Internet Software.