**Marlene G. Frost**

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**QUALIFICATION SUMMARY:** Responsible, experienced professional knowledgeable in HIPAA guidelines, insurance terminology and practices, payment billing and posting, with a strong concentration on client service. Familiar with CPT, ICD-9 and HCPC codes

**EDUCATION/LICENSES**

Health Claims Specialist program -**GPA 4.0,** Branford Hall Career Institute, Windsor, CT May 2011

Licensed Life & Health agent

Licensed Property and Casualty Agent

First Aid/CPR certified

Manchester and Tunxis Community College – 40 credits earned

AAPC member

**COMPUTER SKILLS:** Citrix, Medisoft, Share Point, Smart System, MS Office, (Excel, Word, Outlook) various proprietary company software and systems

**EXTERNSHIP:**

**Hartford Surgery Center, Health Claims Specialist (extern) 3/2011 to 5/2011**

* Responsible for verifying medical records based on CMS rules and regulations
* Admitted patients, answered phones and handled patient record filing
* Updated the clinical and antibiotic log

**PROFESSIONAL EXPERIENCE**

**Response Insurance, Customer Service Manager 5/2009 – 12/2009**

* Manage the daily operations of a team of 16 licensed property and casualty agents in a call center to provide customer service to a client base of 8,000 customers.
* Monitor service metrics, call flow and problem resolution.
* Ensure timely and efficient response to customer inquiries, policy changes and premium payments.

**EGL/CEVA Logistics, Customer Service Manager 7/2006 – 2/2009**

* Ensure the stations’ performance to the individual company’s customer service agreements and goals, as well as specific needs dictated by the client.
* Provide training, leadership, and direction to ensure an exceptional level of service while maintaining an efficient and timely delivery of outbound shipments
* Analyze, manage and resolve customer complaints and inquiries

**Travelers Life & Annuity/Met Life** (Adecco Staffing Services) **8/2004 – 7/2006**

* Provide a variety of security services and access functions for internal staff and external producers.
* Respond to an average of 90 phone calls per day and an average of 500 emails per month while maintaining a 24 hour turnaround on client requests.

**LIMRA International, Director of Administrative Services 1/1982 – 11/2003**

* Directed the activities of the Administrative Services Unit staff of 48
* Managed the unit’s $6.8 million budget
* Managed the corporate help desk, computer room staff and operations as well as the resolution of daily hardware problems for PC’s and peripherals.