Jonathan Ribera

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**Objective:**  An opportunity that will utilize both my education and collective skill set.

**WORK EXPERIENCE**

**10/2011-12/2011- Connecticare -Medicare Enrollment processor-Temporary**

Completed training program in all aspects of Medicare Program

Enrolling Medicare members.

Work closely with Members and there applications.

Perform rollout plans implemented in training.

Works on Excel spreadsheets daily

Direct contact for brokers

**2/2011-9/2011 Glenn Oaks Condominium**

**Office Assistant/Life Guard fill in.**

Assisted with office duties including work orders and paperwork.

Responded promptly to tenants requests and complaints on the phone.

Worked with Excel and Peachtree on a daily basis.

**08/06- CHD- Connecticut outreach**

**02/20011 Community Educator**

Worked closely with consumers in a mental health site.

On-going data quality monitoring (trends / progress)

Manage day-to-day data management initiatives

Performs execution of functionality rollout plans including implementation and training.

Completed daily and monthly reports on each consumer in case load.

Worked closely with state affiliated programs.

**06/05 United Way of Ct/ Care4kids Program**

**08/06 Case Management**

Independent management of assigned case load and processing of life applications and all other necessary documentation.

Review all new applications and determine deficiencies.

Track and communicate status of underwriting requirements.

Generate correspondence related to underwriting decisions and requirements.

Update administrative system and other databases with pertinent data.

**06/02 Community Enterprises, Inc.**

**06/05** **Community Support Coordinator**

Process, submit and review all applications, organize and present case management load.

Process all incoming mail requirements and review for completeness.

Completed daily progress reports and documented all information in weekly reports.

Conducted monthly reports on consumers.

**KEY SKILLS**

Effective interpersonal and written communication skills

Knowledge of and experience with call centers and troubleshooting.

Excellent problem solving ability

Ability to prioritize and accomplish multiple tasks simultaneously.

Experience with PC’s in a windows environment

Proficient in all Microsoft applications including Excel and Outlook.

Excellent Data Entry skills.

**EDUCATION**

Middlesex Community College-1999-Communications.