**Robert Jackson**

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Experience:

**Senior Billing Premium Consultant, Aetna Global Benefits (2006-2011)**

* Monitored, researched, and resolved collection of outstanding premium.
* Ensured all manual adjustments, refunds, write-offs were appropriately submitted.
* Primary functions include the administration of client billing and reconciliation.
* Processed overdue accounts according to established collection process.

Analyzed various receivable balances for each account and resolved outstanding differences.

* Mentor/coach new hires and peers and lead by example while serving as subject matter.
* Completed member to member reconciliation to document and communicate discrepancies.
  + Deposited, reallocated premium accurately and timely based on daily cash/wire report.
  + Resolved issues and respond expeditiously to questions from agents and brokers.
* Updated renewal rates upon receipt to reflect on the next billing package.
* Created/Updated excel spreadsheets daily to track wire or check payments from customers.

**Senior Billing Premium Consultant, Aetna National Accounts (2002-2006)**

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* Researched and resolved analytical problems with Plan Sponsor within time frame specified.
* Took ownership for establishing procedures and workflow processes for assigned accounts.
* Successfully utilized verbal and written skills to communicate with all types of audiences.
* Continually demonstrated ability to work independently on assigned tasks.
* Through personal initiative, learned new system technologies to enhance customer service.
* Monitor A/R, review aging reports for trending analysis.
* Assisted account managers with renewal packages presented to Plan Sponsor during site visits.
* Silver Award Winner for collection of 3.2 million in lost revenue.

**Claims Benefit Specialist (2000-2002) Aetna**

* Processed paper and electronic claims within standard time frame.
* Enhanced and improved member satisfaction and retention by providing accurate payments.
* Utilize multiple systems to obtain and record claim information.
* Identify claim cost management opportunities and refer claims for follow up.
* Assisted team members in support of achieving team, office, regional and national results.
* Processed hospital claims that were of high dollar impact that needed level code.
* Worked with doctor offices and hospitals to confirm ICD codes and procedure codes.
* Extensive knowledge of Aetna systems including ACAS,ACCLAIMS,CCI,EPDB.

**House Manager (1997-2000) Showcase Cinemas**

* Scheduled quarterly meetings to meet with vendors for future film purchases.
* Maintained inventory, ordered products to run profitable establishment.
* Responsible for daily over/shortages of all cash applications.
* Developed and implemented sales strategies for profit margins.
* Trained and motivated all new hired managers in the North East locations.
* Managed staff of 50 employees daily.

**General Manager (1995-1997) Taco Bell**

* Directed and motivated staff daily.
* Purchased and forecasted inventory trends for daily operations.
* Promoted outside sales to various organizations to increase revenue.
* Processed accounts payable daily and monthly.
* Created quarterly sales reports and trends on power point presentations.
* Composed yearly accounting for sales and revenue.
* Produced P&L statements quarterly.

**Education**

Bachelor of Art in English, Eastern Connecticut State University.