

LATRESHA PRICE

715 Fox Glen St

Lancaster, TX 75146

214-837-8569 Email: T_price04@yahoo.com

PROFILE

Accomplished, high-energy individual is prepared to accept a new and challenging position with special interest in Medical Assisting and/or Financial Office Administration. Strengths that enhance job performance are:

- 11 years' experience in customer service, call center management, soft credit decisioning, LexisNexis, Experian, Innovis, medical insurance, claims processing-adjusting, data entry, 10 key, typing 40 WPM, ICD-9 CPT coding, Microsoft Word/Excel
 - Incorporate strong interpersonal, communication and public relations skills working closely with many directors, supervisors, office management, and co-workers to provide the highest quality of administrative support...
 - Utilize good listening skills, and professionalism to build confidence, trust and reliability with associates and administrative professionals.
 - Reliable in performance, attendance, and dedication to task, thereby influencing productivity. Recognized as being hard working, intelligent, diligent, responsible, and disciplined.
 - Flexible in performing many different functions and adapting to a variety of responsibilities.
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CUSTOMER SERVICE EXPERIENCE

CAPITAL ONE FINANCE

MAY 2013- May 2018

Primary duties included but not limited to helping customers with auto financing questions, stipulation requirements, and complaint escalations via phone and live chat, assist with reviewing offer terms for auto loans, verifying financial documents, and conducting fraud treatment

QUEST PRO TEMPS (Conexis)

September 2012- April 2013

Primary duties included but not limited to incoming calls to verify current benefits through open enrollment. Process changes and any updates to employee's accounts active and return account. Email correspondences to appropriate party

Kelly Services (BLUE CROSS BLUE SHIELD OF TEXAS)

October-2010- August- 2012

Primary duties include but not limited to processing behavioral health pre-authorizations, explaining benefits to providers and also members, faxing, and email correspondence from providers as needed, and also filing claims

DYNAMIC GLOBAL (HMS)

July-2009- July- 2010

Primary duties included but not limited to servicing outbound calls to insurance companies to verify eligibility, data entry, and research eligibility information online for various carriers

NOVO ONE

August-2008-July-2009

Primary duties include but not limited to servicing incoming calls for pharmacy help desk associates, assisted as floor walker for new hires, and assisted supervisors with daily memos

ACS

September -2007- August-2008

Primary duties here included but not limited servicing incoming calls from Sprint customers, training peers, also worked as a team lead for 14-16 associates

EDUCATION

TEXAS A&M UNIVERSITY
2004-2008 (HUMAN RESOURCE MANAGEMENT)

REFERENCES: Upon request