

Tiffany Egans
7310 Marvin D. Love Freeway #1015
Dallas, Texas 75237
469-735-3732
tiffking86@gmail.com

Qualifications

20 plus years of customer service experience
Interdepartmental Coordination
Data Entry
Strong organizational skills with the ability to multitask
Prioritizes activities and allocates time effectively
Proficient with Microsoft word, excel, outlook, and AS400
Works well in a team driven environment

Community Connection Home Health

Jan 2017-Mar 2019

Home Health Care Aid

- Responsible for daily/weekly doctor visits along with home care remedies
- Prepared and served meals based on doctor diet plan and patients nutritional requirements.
- Performed housekeeping and household maintenance chores to ensure a safe accident free environment
- Assisted patient with daily exercises including walking and stretching

Aon Risk Management

Aug 2016- Dec 2017

Claims Representative

- Determined if claim submission was completed correctly, verified data and entered into system for adjudication
- Worked directly with beneficiaries to resolve any errors and answer any questions regarding eligibility status
- Reviewed payments history to determine final payment amount, if any
- Translated foreign language claims into English utilizing translation software, then manually checked and coded appropriately
- Processed claims adjustments when applicable

Deval

Jan 2015 - Jan 2016

Mortgage Customer Service Rep/Collections

- Performed financial assessments and determined eligibility

- Reviewed loan agreements to ensure that they were complete and accurate
- Approved loans within specified limits, and referred loan applications outside those limits to management for approval
- Addressed and resolved customer product complaints, defusing volatile customer situations empathetically and professionally
- Investigated and corrected errors upon customers' request, according to records

Dyck O'Neal Inc.

Jan 2012 –Jan 2014

HSA Representative

- Managed over 400 inbound and outbound calls per day.
- Handles all escalated customer services issues regarding pass collection action.
- Assessed delinquent accounts for possible collections actions.
- Performed audit of accounts.
- Provided exceptional customer services to all clients.
- Demonstrated ability to maintain composure and work effectively in a fast environment while preserving strict confidentiality.

Bank of America

Jun 2009- Dec 2011

Loan Processor/Credit Specialist

- Ensure all required documents are included in application package and enter detailed information into automated processing application database.
- Assure all underwriting conditions are satisfied and submit complete, researched packages and reports to closing department personnel.
- Liaise between borrowers, loan officers, underwriters, and realtors or builders to maintain communications and improve processing times.
- Utilize automated software to input information from client applications and generate individual credit reports.

Education

Cedar Valley Community College

Pursuing Associates degree in Business Administration