| CRYSTAL FISHER |
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| 469-432-3125/214-545-8263 [CRYSTALFISHER2003@GMAIL.CO](mailto:crystalfisher2003@gmail.co)M |

OBJECTIVE:

Professional with over 10 years of experience in overseeing records and benefits management. Proven leadership skills, directing key administrative responsibilities to drive goal achievement and organizational process. Great communicator, processing interface with cross-functional teams across all levels. Quality and compliance-focused with exceptional problem solving skills. Strong analytical skills; detail oriented and strong technical aptitude and computer literacy. I am experience in the office environment, keeping myself on track and I have a very strong desire for challenges with limitless room for career advancement.

Profile

Motivated, personable business professional with a successful track record. Talent for quickly mastering technology. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate and timely reports. Flexible and versatile – able to manage under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

PROFESSIONAL EXPERIENCE:

Humana Inc.

Information Specialist/VOC Specialist 4/15-1/18

Interact with Humana pharmacy members via the telephone/email. Analyze errors to determine origin and communicate outcomes and solutions (written or verbally) to a Service Recovery Consultant. Recommend process improvement activities pertaining to improving the member experience. Use web-based technology, computer software/systems, and productivity tools to accomplish individual and team objectives. Listen and audit associates calls for quality and communicate with leaders on coaching opportunities as well as best practices for the associates to follow. Identifying trends in the surveys and reporting to the business partners on a weekly basis. Receive documents and resolve member and provider inquiries by using established best practices. Analyze reports of triggers (cases) for direct management in efforts to implement or enforce policy change to corporate compliance procedures. Provide training for new hires on processes and VOC goals. Conduct meeting (on-site and virtual) with Managers and Supervisors in regards to data collected with VOC changes and updates.

Behavioral Health Welcome Call/New Member Assessment (Limited Term) 09/14-4/15

Manage inbound and outbound contracts; including conducting Health Risk Assessments to eligible members

Educate members, providers and employers about Humana’s products and services over the telephone and via email

Coordinate with other Humana associates/departments involved in the program in handling requests

Additional responsibilities as deemed appropriate by Humana WelcomeCalls /Behavioral Health Leadership

Green Tree Servicing/MetLife

BE Mortgage Collections Rep 10/12-12/13

Responsible for facilitating the workout of loans of various complexities. Manages certain aspects of delinquent or defaulted portfolio loans. Specialize in dispute resolution, retention, or liquidations. Negotiates with customer, evaluates specific work-out requests, and structure loss mitigation strategy. Handled all inbound and outbound collection calls in efforts to maintain service levels set forth by Senior Management. Update the mortgage servicing system with all of the details of conversations upon contact. Ensures all applicable codes and/or stops are properly placed on loans. Analyze customer’s personal and financial information to help identify the best possible workout solution that conforms to all loan types and loan products in effort to resolve the delinquency.

EDUCATION:

PCI Health Training Center                             4.0GPA          07/06-04/07

* Certified in Medical Office Assistant

SKILLS SUMMARY:

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| Proficient Computer Skills  Report Preparations  Professional Phone Skills  Mail Order Pharmacy  SQL | Customer Service  Critical Thinking  Scheduling  Title Curative  Great-Plains Software | Front-Office Operations  Professional Presentations  Analytical/Research Skills  Communication Skills  Customer Interface Relations |