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| LaNeen Lampkin | | | |
| 214-892-9400  4630 Tacoma St. Dallas, Texas 75216 | | Msneen06@yahoo.com | |
| Professional Profile | I have worked in the customer service field for 17 years; from medical, non-profit to county agencies. | | |
| * Family Violence Prevention * Anger Management * Mentoring * Teaching @ the County Jail * Parenting | |  |
| Work History | April 2012 – Present  Program Coordinator, Path of Righteousness Ministries BIPP/AMP, Dallas, Texas 75228  **(214) 321-9100 (office)**  ***Teach Battering Intervention and Prevention,***  ***Anger Management, and Parenting at the Dallas County Jail and in office.***  October 2015-March 2017  Member Services Specialist (MCAL Team), Office Team - Prime Therapeutics Irving, Texas 75063 (972) 518-1988 (office)  *Make outbound calls to members for clarification of information to ensure that their medication is shipped to the correct location and processed accordingly.*  June 2010-Nov.2011  Customer Service Representative, **United Health Group , Plano, Texas 75075**  **(469) 229-6700 (main)**  ***Assist insured(s) and providers with benefits and claim status via phone and email. Taking over 100 calls and emails per day.***  Oct. 2009-June 2010  Medical Insurance Verifier,  **Health Management Systems**, Irving, Texas 75038  **(469) 341-1268 *Verified over 250 medical policies per day in a call center via phone and internet.***  May 2000 – Oct. 2009  Office Assistant,  **L & L Property Management, Inc.**, Dallas, Texas 75228  (214) 321-0030  ***Post account receipts and disbursements to TenantPro (Property Management Program). Posting and reconciling all bank accounts to quicken and running month-end reports. Answering phones, filing, faxing, correspondence on both the typewriter and computer. Open and distribute mail and Property inspections.*** | | |
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| Education | Certified Medical Office Assistant  Central Texas Commercial College  Dallas, Texas  June 2000  Diploma  Bryan Adams High School  Dallas, Texas  May 15, 1999 | | |
| References | *References available upon request.* | | |