Jasmine Beed

2525 W. Pleasant Run Rd Lancaster Tx 75146

(Phone) 469-779-5769(Email) Jasmine.beed@gmail.com

Skills

Data Entry (12,000 KSPH & 45 WPM)

Call Center, Customer Service

Expert in cash handling and Point Of Sale machine usage Legal Transcription

Computer skills (Word, Excel and PowerPoint)

PROFESSIONAL EXPERIENCE

**Balfour Publishing**                                                         September 2017-Present

Receptionist

Greet clients as soon as they arrive and connect them with the appropriate party

Answer the phone in a timely manner and direct calls to the correct offices

Create and manage both digital and hard copy filing systems for all partners

Make travel arrangements and schedule meetings based on all partners’ itineraries

**DaVita Rx-Coppell Tx** September 2014- August 2017

Clinical Ops (Layoff)

Assisted Patients and Caregivers & RN’s with refilling medication

Transferred calls to pharmacy for information

Using Sxc to update patient’s information in system

Take payments over phone

Tracking patients packages with Fed Ex and USPS

Maintaining High Adherences and High QA

Bank of America - Plano, TX                                                                     Aug 2013 - Sep 2014

Mortgage Loan Processor (Contract)

Assisted with Simple Assumptions and researched and updated information

Researched commit cases.

Updated due to date of death.

Updated using AS400LS while researching in iportal, lexis.

Sent out letters and saving documents such as court documents, probates, death certificate, etc.

Did Credit Reporting.

Reported to all 4 Major Credit Bureau.

CMS - Dallas, TX                                                                              Feb 2012 - Aug 2013

Call Center Claims Representative (Layoff)

Assisted policy holders with making claims for a catastrophe or regular claim, taking additional information to clarify home owner's policies while asking questions about the loss.

Handled 150+ calls daily

Greeted Customers when they call.

Assisted Policy holders with their claims.

Assisted Policy holders with additional information regarding their claim.

Reported Claims and Regular Accidents while Giving claim numbers.

Listened and assisted to the customer's problem and handled any service request.

Transferred Policy holders, Roofing Companies and Agents.

Assisted Customers with closing & opening a new account.

HMS - Irving TX                                                                                    Oct 2011 - Jan 2012

**Insurance Verifier (Layoff)**

Using Atena, Medco, Express Scripts, and etc to research customer’s effective dates

Handled 150+ cases daily

Calling out to Dental Insurance companies to verify effective dates.

Updating dependents on cases as well as getting there effective dates.

Identifying EPO, PPO, and HMO cases

Maintained a high quality and a high adherence

Closing out cases and verify Reopened ones

Southwest Credit System                                                                            Jan 2009 - Oct 2011

**Customer Service /Debt Collector**

Used a Dialer system to call customers to receive debt payments.

Used the mini Miranda when calling customers.

Took payments over the phone to receive the debt payment.

Collected Loan payments, Phone Payments, School Loans and etc.

Met quotes.

Helped customers out with any information needed.

Took inbound calls from customers to collect payment.

**Education**

Lancaster High School 2010

High School Diploma