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| --- | --- | --- | --- | --- | --- | --- | --- |
| Kaneshia Willis | |  |  | | --- | --- | | Dallas, TX |  | | (972)741-8316 |  | | Ksawillis@hotmail.com |  | |

Well educated and skilled professional job seeker seeking a permanent position with a well-established company. My ideal position would have room for growth and advancement. Looking to be an asset to the company in the most efficient way.

# Skills

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| --- | --- |
| * Technology savvy * Proficient in Microsoft Word, Power point and Word * Typing 45 WPM | * Excellent verbal and written skills * Outstanding speaking and communication * Management and leadership |

# Experience

### 2015 - 2018

## Operations QA / Health Management Systems

## (Irving, TX)

* Monitored in-bound and out-bound calls made and received by various operation teams and provided feedback to improve their client experience.
* Took ownership of escalated situations that needed to be handled cautiously and efficiently due to the potential impact on customer satisfaction and brand image.
* Responsible for building and maintaining a positive and professional working relationship with all other departments among the organization.
* Provided accurate, consistent, and constructive performance feedback to agents and management team.
* Audited cases to ensure timeliness, accuracy, and compliance for regional and regulatory requirements, which resulted in annual score greater than 95%.
* Provided both verbal and written feedback to Customer Service Associates and Team Leaders regarding audit and monitor results.

### 2010 - 2015

## Team Lead & Case Worker / Health Management Systems

## (Irving, TX)

* Provided effective ways to improve the quality of benefits the customers receive.
* Consistently researched trends in health benefits, analyzing data, reaching conclusions and working with management to reach a solution.
* Set up meetings for business officials and kept up to date scheduling.
* Professionally handled escalated calls and resolved any issues and made the experience pleasant.
* Thoroughly looked over insurance documents and verified.
* Supervised a staff of 10-15 employees and assisted with any questions or concerns.

# 

### 2009 - 2010

## Team Lead & Insurance Verification Specialist/Health Management Systems

## (Irving, TX)

## Reviewed and resolved discrepancies in received data and performed data verification routines in accordance with company procedures.

## Ensured that all insurance information needed were appropriately obtained and recorded in the computer system.

## Communicated with both patients and primary care physicians (PCP's) and/or specialists in regard to standings.

## Answered and responded to calls regarding insurance related issues in courteous, professional manner.

## Online and phone representative insurance verification and COB billing, as well as manufacturer, grant or other secondary funding.

## Investigated type and level of insurance coverage to assess patient eligibility.

# Education

## 2012 - 2013

## Associates in Healthcare Admin / University of Phoenix (Dallas, TX)