**Eloisa Malagon**

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**Summary**

Multifaceted, efficient and reliable administrative professional with experience obtained from both job experience and relevant coursework. Perpetually exhibits excellent professional, inter-personal, and problem-solving skills that would support and improve the internal operations of business environments. Proficient in all of the standard office desktop software, with a diversified skill set covering training, customer service, administrative support, accounts payable, and client relations.

**Education**

**North Lake College,** Irving, TX

Associates degree in Nursing

Associates degree in ScienceCurrently Obtaining

**Bryan Adams High school** Dallas, TX

High school diploma June 2008

**CERTIFICATIONS**

HIPAA October 2017

**EXPERIENCE**

**Customer service Sr. (Navigate 4 me) United** Healthcare, Irving, TX November 21, 2018- Present

* Recent contacts
* Alerts
* PCP on account
* Lis
* Medicaid
* Appeals
* Billing
* Claims denials
* Pas
* Mail order
* Transportation

Role also included:

Medical benefits, eligibility and claims

Communicate with assigned Optum clinical and / or non-clinical staff regarding member service issues that are proactively identified, member identified and close the loop on the resolution of service issues to inform the plan of navigation for assigned members.

Pharmacy benefits, eligibility and claims

Choosing a quality care provider and appointment scheduling

Pre - authorization and pre - determination requests and status

Premium provider education and steerage

**On the job training**, United Healthcare, Irving, TX June 2018-December 2018

* Assisted trainers with administrative duties such as: attendance, emailing and faxing
* Performed class refreshers on areas such as: claims, compliance and system usage
* Actively coached advocates to metric goals while ensuring that my individual metrics were met month over month
* Assisted with ensuring class behavior was appropriate and in-line with company values and expectations

**Customer Care Professional**,United Healthcare, Irving, TX September 2015- Present

* OJT facilitating coaching’s to team members regarding all areas of performance metrics
* Consistently met established productivity, schedule adherence, and quality standards
* Serviced members with Medicare Part C and Part D
* Utilized various systems such as RxClaim, COSMOS, MIIM, RxWeb, etc.
* Resolved customer inquiries, explanations of payments, claim status, plans, and benefits--through inbound telephone calls (approximately 30 - 50 calls per day); call resolution may include investigating and reprocessing claims.
* Knew all insurance plans offered, and were able to process claims related to customer calls.
* Expressed information clearly and succinctly, while providing excellent customer service
* Responded to customers in a polite and courteous manner, projecting patience, confidence, knowledge, empathy, engagement, and sincerity in tone, words, and actions.
* Established rapport with callers and inspire confidence to positively influence the caller's experience.
* Met or exceeded all quality, schedule adherence, and performance measurements.
* Communicate effectively with other departments, providers, or health plans to ensure prompt and accurate first call resolution.
* Input data into multiple systems efficiently and accurately, using dual screen processing in a paperless environment

**Laboratory Technician,** Environmental Health Center**,** Dallas, TX February 2013-November 2014

* Help train new team members
* Maintain inventory of antigen solutions
* Ship and track patient orders
* Take antigen orders over the phone and via e-mail
* Help maintain area clean and free of microbes

**Skills:**

|  |  |  |
| --- | --- | --- |
| **Computer:** | **Interpersonal:** | **Office Procedures:** |
| * MS Office: Word, Excel, PowerPoint, Access, Outlook * MS SharePoint, FrontPage * eSysco | * Verbal/Written Communication * Customer Service * Professional Phone Etiquette * Teamwork | * Managing schedules * Making appointments * Operating office machines: copier, fax, multi-line phone |