**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**

**Eastfield College Mesquite, 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**

**Navigate4me Senior Rep, United Healthcare, Irving, Tx** November 2018-Present

* Enroll members into the program based on their health qualifications
* Assist members by being their personal medical navigator
* Submit appeals, coverage determinations, and prior authorizations
* Follow up with member, until member condition meets expectations

**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
* OJT facilitating coaching’s to team members regarding all areas of performance metrics

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

* Respond to and resolve, on the first call, customer service inquires and issues by identifying the topic and type of assistance the caller needs such as benefits, eligibility and claims, financial spending accounts and correspondence
* Help guide and educate customers about the fundamentals and benefits of consumer-driven health care topics to select the best benefit plan options, maximize the value of their health plan benefits and choose a quality care provider
* Contact care providers (doctor’s offices) on behalf of the customer to assist with appointment scheduling or connections with internal specialists for assistance
* Serviced members with Medicare Part C and Part D
* Utilized various systems such as RxClaim, COSMOS, MIIM, RxWeb, etc.
* Assist customers in navigating [myuhc.com](https://myuhc.com/) and other UnitedHealth Group websites and encourage and reassure them to become self-sufficient
* 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:**

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| --- | --- | --- |
| **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 |