Tawana R Hampton

**PROFESSIONAL SUMMARY**

* Administrative professional with over 5 years of clerical experience
* Former Aon contractor as a Desk Claims Examiner/Adjuster
* Acquired State Farm Insurance Company Auto IDL, Estimating, and Policy Certifications while handling CAT Claims at State Farm
* Investigated, evaluated, and settled claims, applying technical knowledge and human relations skills to effect fair and rapid disposal of cases
* Resolved complex, severe exposure claims, using high service focused on file handling
* Paid and processed claims within selected authority level
* Excellent written and verbal communication skills with the capability to quickly learn new systems and procedures for project management
* Knowledge of Texas Workers Compensation
* Proficient in Microsoft Office applications, including Excel
* Available to start as soon as possible and can interview with 24 hours’ notice

**PROFESSIONAL EXPERIENCE**

**KFORCE (CHUBB)**

**10/2018-04/2019**

**Claims Assistant**

* Register new loss information on system
* Perform file updates on system
* Register loss payments on system
* Provide customer service to providers, clients and other customers
* Process authorized payments
* Input data entry correspondence into system, diaries information for claims reps and/or team leader, and prepares form letters
* Type, photocopy, index and file

**Live Ops**

**04/2018-08/2018**

**Claims Representative**

* Remotely receive inbound phone calls for WFH, Allstate, FNOL and CAT Claims
* Set up Large Loss Amount data in Excel
* Measured on a pay scale of per minute talk time

**Intuit**

**10/2016-04/2018**

**Remote Tech Support**

* Intuit Tax Support Professional ongoing tax seasonal WFH support preparing moderate to complex tax returns where customers used IOS, Android, and Computers supported technical support and video chat
* Utilized smart look to resolve issues and concerns with Commercial and Individual Taxpayers
* Made Metrics and Numbers readily available in Salesforce and Excel

**Aon Risk Services**

**09/2017-12/2017 (Contract)**

**Desk Claims Examiner/Adjuster**

* Settlement Authority of 350,000 Dollars in a catastrophe servicing center mainly Harvey and Irma claim adjudication
* Top performer in closing critical claims, working with Procurement Policy Holders Adjusting Firms
* Applied national flood insurance policy rules to residential condos and general property, processing initial and additional payments
* Managed and settled multi-state residential property losses and supplemental payments
* Resolved product or service problems by clarifying the customer's complaint; determined the cause of the problem; selected and explained the best solution to solve the problem
* Recorded details of customer contacts and actions taken per FEMA Guidelines

**State Farm, Dallas, Texas**

**03/2015 – 03/2016, 05/2016, 07/2017 – 08/2017 (Seasonal)**

**Claims Examiner**

* Investigate, evaluate, and settle claims, applying technical knowledge and human relations skills to effect fair and rapid disposal of cases
* Resolve complex, severe exposure claims, using high service focused on file handling
* Pay and process claims within selected authority level
* Examine claims investigated by insurance adjusters, further investigating questionable claims

**Licensed Realtor, Dallas, TX**

**2001-09/2017**

* Trained 25 new and seasoned agents on all phases of contract sales for investors and homebuyer’s niche marketing and training in a classroom round table discussion forum using PowerPoint and phone conferencing systems for remote personnel and at home agents
* Marketed affordable housing and down payment assistant programs stacked municipality with federal programs for affordability sold HUD government foreclosures and new home construction

**Amazon, Virtual**

**10/2015-02/2016**

**Client Service Representative**

* Answered product and service questions; suggested information about other products and services
* Resolved product or service problems by clarifying the customer's complaint; determined the cause of the problem; selected and explained the best solution to solve the problem
* Recorded details of customer contacts and actions taken

**Williams and Sonoma, The Colony, TX**

**08/2015-10/2015**

**Luxury Furniture Client Service Representative**

* Assisted with product research, pricing and lead-time information
* Coordinated delivery of product demos and maintain inventory
* Worked independently in situations that are fast-paced with frequent deadlines, and changing priorities
* Recommended products based on customer needs and desires, answered questions regarding products
* Identified and developed business strategies to improve sales, attract customers and support new and existing accounts

**Conifer, Frisco, TX**

**11/2014-10/2015**

**Hospital Billing Specialist**

* Translated patient information into alphanumeric medical code
* Processed payments from insurance companies
* Handle information about patient treatment, diagnosis, and related procedures to ensure proper coding
* Knowledge of several different coding systems, including Level 1 HCPCS and Level 2 HCPCS
* Submitted claims to insurance
* Collected, posted, and managed patient account payments

**Conifer, Irving, TX**

**04/2014-11/2014**

**Veteran Administration Contract Billing/Training Supervisor**

* Assisted with Medical Billing and Collections of Full Cycle Revenue Management with
* Emphasis on processing UB04 and HCFA form for Government Payers and Commercial Carriers
* Medicaid Medicare Tricare and Tribal Entities forecast of current trends for denials and rejections from
* ICD 9 and overview of upcoming ICD10 Procedure and Diagnosis Codes key team member of making updates directly into hospital systems and HER
* Managed processes in the billing cycle lean and more efficient all within an Electronic Medical Record Environment

**Med Care Rehab, Dallas, TX**

**05/2012-03/2014**

**Office Manager/Billing Specialist**

* Trained in Class Room Setting New Hires on Billing and collecting procedures using go to meeting and various portals and programs taught
* Instructed students from various local Medical Technical Schools on paper and electronic courseware for Department of Labor Postal Workers and facilitated instructions for affordable care act participants

**Positive Pain Management, Garland, TX**

**06/2007-03/2009**

**Medical Claims Administrative Assistant**

* Responsible for Collections of Chronic Pain Management and Psychological Services
* Supported Benefit Review Conferences, Compliance and Practice Violation Managed Care and Letters of protection for the United States Postal Workers, and Department of Labor
* Managed the administrative operations of the pain management center including Accounts Receivable, accounts payable, correspondence, and customer service
* Instructed new-hire medical billing and coding training and development
* Conducted Marketing Diagnostic studies and inter-op studies to ensure overall clinic
* Effectiveness in the medical community

**West Plano Medical Center, Plano, TX**

**12/1997-05/2005**

**Medical Billing Specialist/Coder**

* Provided billing and collections to include direct contact with patient insurance companies, third party administrators and attorneys
* Supported workers’ compensation department, preauthorization for diagnostic procedure, HCFA formatting, ICD-9, CPT CODING, A/R and Botox Coordinator for two office locations

**Richard Friedman DO, Dallas, TX**

**10/1997-05/2005**

**Workers’ Compensation/Billing/Collections**

* Gained hands-on experience under the direction of Pedro Nosnik MD Duties included, but was mainly focused on training new hires on the medical and billing process by setting up setting up classroom with various technical aspects
* Scheduled submission and follow-up for claims to pay for physical therapy, sports injuries, as well as for the department of labor employees
* Provided functional capacity evaluations and impairment ratings
* Served as liaison through Texas Rehabilitation Commission for return to work efforts for diverse groups

**Education**

Certificates/Awards & Community Service/Education

Real Estate Certification & Insurance Adjuster for Workers Compensation Certificate

Texas Association of Realtors

Post-Secondary DCCD, Mediator Candidate

Graduate of Government Magnet Top 10%, Dallas, TX