

Alisha Harrison

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PROFESSIONAL OVERVIEW

An aspiring Information Technology Professional seeking to develop security architectural techniques and mitigate company cyber risks. Experienced in IT management, cloud infrastructure, and vulnerability management..

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Charlotte, NC

CENTENE CORPORATION

2022 - Present

Resolve customer inquiries via telephone and written correspondence in a timely and appropriate manner. Reference current materials to answer escalated and complex inquiries from members and providers regarding claims, eligibility, covered benefits and authorization status matters. Educate members and/or providers on health plan initiatives Provide first call resolution working with appropriate internal/external resources, and ensure closure of all inquiries. Document all activities for quality and metrics reporting through the Customer Relationship Management (CRM) application. Research and identify processing inaccuracies in claim payments and route to the appropriate team for claim adjustment. Identify trends related to member and/or provider inquiries that may lead to policy or process improvements that support excellent customer service and impact quality and performance standards. Maintain performance and quality standards based on established call center metrics including turn-around times.

UI/UX DESIGNER INTERN

Charlotte, NC

CAROLINA SOFT TECH

2022 - 2022

Learned the definition and principles of UI/UX Design in order to design with intention. Achieved a deep understanding of the entire life cycle of design—the process, purpose, and tools. Discovered the industry-standard tools and specific project deliverables in UI/UX. Explained design decisions, through presentations of assignments. Created prototype in FIGMA, an application for a surfboard company. Using the UI/UX principles- color theory, interface element, layout design.

FREELANCE MAKEUP ARTIST

Charlotte, NC

BEATS & BEAUTY CO.

2018 - Present

Educated and consulted with clients one-on-one about products and performed full-service makeup applications. Demonstrated knowledge of makeup and skincare to clients. Created Square Website design and administration, provided maintenance and regular check-up. Created digital marketing and online promotion. Provided secure network administration and management.

PATIENT ACCESS SPECIALIST

Fort Mill, SC

AMERISOURCEBERGEN

2018 - 2021

Identifies and qualifies patients for patient assistance programs at assigned facilities. Obtains appropriate signatures and documentation for completed PAP applications prior to submission of the application to the respective PAP. Ensures that patient-specific reimbursement related information is obtained and available for review and for tracking of replacement product, including maintenance of files and documentation for PAP application submissions.

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EDUCATION

My Computer Career

NA

2023 - 2023

INFORMATION TECHNOLOGY SECURITY AND ADMINISTRATION PROGRAM

SKILLS

Professional

CSS | JavaScript | SCSS | TypeScript | Communication skills | Debugging

CERTIFICATIONS