

Experienced healthcare professional with over eight years of work experience and proven knowledge of leadership, problem-solving, and workflow prioritization looking to relocate to South Bend, Indiana and contribute to a new team with my operational and administrative experience.

EXPERIENCE

DEC '21 - PRESENT

Shared Advantage Lead (Operations Assistant Manager) | Blue Shield Of California, Redding, CA

- Led and mentored a team of 8 claims processors, coaching and critiquing them on company SOPs of production, quality assurance, and client performance guarantees
- Evaluated employee performance
- Provided informational and directional support for all 30 members of the department
- Initiated a culture shift from individual performance to collective team collaboration in a remote environment
- Led the initiative to rethink production tracking and designed and implemented a spreadsheet to calculate and track individual and average team production
- Established, maintained, and improved accurate inventory reporting
- Reduced the department's aged high dollar claims inventory subject to performance guarantees from 50% to 0% by restructuring work distribution procedures, leading to reductions in penalty payouts
- Liaised between management and subordinates to resolve complaints or grievances.
- Coordinated operations and activities within and between departments.
- Subject matter Expert providing coaching, feedback, and support for third party vendors
- Resolved and reported daily front-line issues across lines of business

AUG '17 - DEC '21

Customer Services Concierge Support, Advanced | Blue Shield Of California, Redding, CA

- Worked with Systems Analyst to identify payment issues, resulting in a Facets update and company-wide changes to adjustment processes
- Equipped and trained entry-level staff
- Reviewed contracts between Blue Shield and medical providers
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns
- Provided primary customer support to internal and external customers
- Achieved Production Quota of 107%
- Processed medical and facility claims
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately
- Tested desk level procedures and provided feedback used to implement procedural changes
- Prepared and presented reports

OCT '14 - AUG '17

FEP Claims Intermediate Processor | Blue Shield Of California, Redding, CA

- Partnered with corporate leadership to implement programs for employee engagement
- Maintained high level of production through digital transformation of company's system
- Provided constructive feedback to third-party vendors
- Developed knowledge of Medicare processes
- Processed Medical and Dental Claims
- Learned two processing systems (Facets and Legacy)

AUG '14 - AUG '20

Volunteer Manager Of The Adoration Project | Bethel Church, Redding, CA

- Created and led a church small group of 15 songwriters
- Licensed intellectual property through CCLI
- Coordinated local outreach worship nights resulting in approximately 50 consistent attendees
- Marketed and performed original music each month
- Created, organized, and led an international ministry trip to Ireland
- Used Social Media to promote fundraisers, local events, and musical releases to target audience
- Networked with domestic and international partners to determine trip itineraries
- Created plans and communicated deadlines to ensure projects were completed on time

AUG '12 - AUG '14

Band Manager For Acquire The Fire Live | Teen Mania International, Garden Valley, TX

- Used Social Media for consistent branding and messaging
- Coordinated logistics among the touring band, ministry offices, and volunteering host homes and churches
- Budgeted band's credits and debits
- Networked and communicated cross-culturally in 40+ states and 3 countries

AUG '11 - AUG '12

Logistics Specialist | Innovative Logistic Concepts, Lima, OH

- Reviewed contracts for brokers, customers, and carriers
- Collected and recorded Bills of Lading
- Invoiced customers and brokers
- Created an Excel system for recording and tracking driver mileage

EDUCATION

MARCH '23

Bachelor's Degree In Marketing

University Of Arizona Global Campus, Redding, CA **GPA 4.0**

ADDITIONAL SKILLS

Mathematical Calculations And Reasoning

Operations Improvement

Team Collaboration

Inventory Assessments

Performance Monitoring And Evaluation

Records Organization And Management

7+ Years of Facets Experience

8+ Years of Claims Experience