**Objective**

To have the ability to assist in the growth of an organization and use my talents in customer care, problem solving, and computers skills. While building relationships with consumers, and expanding my knowledge

**Skills**

* Excellent listening skills, positive verbal communication, and multitasking skills.
* Experience in high volume fast paced call center setting
* Demonstrated ability to complete tasks in a timely manner and deliver quality results
* Quick learning aptitude, and adaptability to change

**Accomplishments**

* Exceeds Expectations year-end review 2016
* Perfect attendance record 2016/2017 while with United healthcare
* Created workarounds for system issues, and developed simplified how-to documents for training purposes that are currently in use department wide at United healthcare
* Selected as part of a fraud task force pilot program at Bank of America

**Work History**

**Customer Service Representative,** 01/2018 – Current

Safelite Auto Glass, Chandler AZ

* Answer incoming phone calls from body shops, insurance agents, and customers to file glass claims for various contracted insurance companies, and schedule service.
* Place outbound phone calls to schedule service, verify coverage, obtain vehicle information, and follow up on claims already in process.

**Independent contractor / Driver,** 11/2017 – Current

Uber, Phoenix AZ

**Customer Care Specialist,** 08/2017 to 11/2017

Humana Pharmacy, Tempe AZ

* Answer incoming calls from Medicare and commercial members for refills of their medication.
* Assist members by answering benefits questions, tracking open orders, and processing payments
* Input updates of member account details, address, and billing information.

**Customer Service Advocate,** 11/2014 – 08/2017

UnitedHealthcare, Phoenix AZ

* Service Medicaid members in multiple states by completing health risk assessments, preventative health reminders, and behavioral health referrals.
* Renew coverage, complete data entry, and assist with general benefits information for members
* Contact provider offices to obtain appropriate healthcare for members
* Training of new hires, and assisting with technical support situations within department.

**Fraud Analyst,** 11/2012 – 10/2014

Bank of America, Phoenix AZ

* Review incoming calls for potential fraudulent activities, and start filing process for fraud claims if unauthorized charges are present
* Provide proper information to resolve all concerns, update demographic information, and account details
* Set travel notifications, adjust credit limits, and process debit card replacements

**Vehicle Service Attendant**, 09/2011 – 08/2012

Enterprise Rent-A-Care, Tempe AZ 85284

**Sales Associate,** 02/2010 – 05/2011

Wal-Mart, Mesa AZ 85206

**Education**

General Educational Development Diploma - Central Arizona College, Apache Junction AZ

Full Stack Web Development - University of Arizona Coding Boot Camp, 01/2018 – 07/2018