

Molly Gove
161 Ridge View Dr. Jefferson, Ga. 30549
Mobile: 904-655-1169
Molly.Gove@comcast.net

Objective:

To obtain a challenging position in which I may utilize my extensive servicing & sales skills, excel in completing daily job functions, and advance within the company. Strengths include oral and written communications, project experience, execution of process and strategy, leading teams, building strong partnerships.

Career History:

William Sonoma – 1/2020 to current

Customer Care

- Address customer questions and concerns regarding product and delivery information
- Provide product information, review alternative solutions if an item is out of stock and place orders for the customer.
- Successfully negotiate and appease customers using a variety of methods established by Williams-Sonoma, Inc., guidelines.
- Check inventory, process returns, issue replacements and credits for damaged or defective merchandise
- Perform other duties as assigned

Alliance and Associates - 3/2016 to 12/2019

Health Sales Agent (215 Licensed)

- Field health and life inquiries/sales via phone, email, and face to face consultations
- Perform needs analysis, both medical and financial
- Calculated tax credit amounts, cost share reductions and monthly premiums
- Solved inconsistencies on Marketplace applications
- Manage accounts and process payments
- Utilize excel spreadsheets to keep track of sales, application numbers, market place applications, and plan types

Insurance Service Agent (440 Licensed)

- Answer 40+ client calls regarding personal insurance needs, both inbound and outbound
- Manage accounts in EZ Lynx
- Resolve client's questions regarding coverages, availability, rates, and eligibility
- Update client management system as needed
- Provide documents to insurance companies, realtors, mortgage companies, and auto dealerships
- Follow up on client and carrier requested endorsements for all policies

American International Group (AIG) - 11/2006 to 5/2015

Accident & Health Third Party Administrator

- Set up claims and post payment amounts as reported by various third party administrators
- Serve as our Team Leads back up in all functions of his role
- Reconcile any unbalanced bordereaux, prepare and send Batch Log report to IT in order for funds to be released to our TPA's
- Process payments from .01 to 3Million dollars
- Communicate with our oversight group to obtain authorizations for payments over the TPA's limit
- Manage setting up and paying claims for sensitive third party administrators
- Responsible for the pending issues log by working closely with TPA contacts to obtain the resolution needed for the assigned processor to resolve the issue holding up the claim
- Sort bordereaux using various programs in order to manage workflow
- Responsible for assisting the team lead with automated TPA's whose payments are processed electronically
- Training team members on new procedures including the sorting of each TPA's bordereaux, reconciling bordereaux and how to update the Daily Status report which is sent to upper management that includes VP's
- Create department training manuals for all job functions with department and review claims for quality

Qualifications:

- | | |
|--|--|
| ▪ 215 Licensed | ▪ Excellent selling skills |
| ▪ 440 Licensed | ▪ Ability to self motivate |
| ▪ Team Player within fast paced environments | ▪ Extensive knowledge of telemarketing |
| ▪ Superior customer service skills | ▪ Exceptional ability to multi-task |
| | ▪ Exceptional troubleshooting skills |

Professional references available upon request