

Sheneika Kilpatrick

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OBJECTIVE

To attain a position that will enable me to use my strong communication and organizational skills, customer service background, and my ability to work well with others in an environment that will provide opportunity for growth.

CORE COMPETENCIES

- | | | |
|------------------------|---------------------------|-------------------|
| • Customer Service | • Organization | • Communication |
| • Problem Solving | • Flexibility | • Risk Assessment |
| • Attention to Detail | • Quality Control | • Organization |
| • Decision Making | • Thoroughness | • Evaluation |
| • Analytical Thinking | • Computer Competency | • Document Use |
| • Personal Credibility | • Interpersonal Relations | • Ethics |

EDUCATION

B.A. Political Science, University of South Florida, Current

A.A. Liberal Arts, Saint Leo University, 2017

High School Diploma, Riverview High School, 2008

PROFESSIONAL EXPERIENCE

Customer Service Representative

06/2018-current

USAA-Tampa, FL

- Gathers information and closes on product sales demonstrating intermediate skills and knowledge of USAA products and benefits.
- Identifies member events to provide solutions on products and closes on product sales that meet the member's needs and facilitate the member's financial security.
- Empathizes with members and provide offers & solutions to make it easy for members to acquire a USAA product.
- Responds to and complete member requests.

Billing Specialist

10/2017- 06/2018

Liberty Mutual-Tampa, FL

- Provide exceptional customer service by responding promptly to all inbound customer calls regarding billing
- Provide expertise and counseling to customers on our different billing methods
- Identify and communicate payment amounts and the impact on their policy balance
- Process payments
- Provide documentation for policyholder's personal insurance policies

Commercial Insurance Claims (Internship)

05/2017- 09/2017

Liberty Mutual-Tampa, FL

- Reviewed incoming (generally fax/e-mail) requests for Utilization Review following established Company guidelines. • Ability to interpret guidelines to ensure Customers receive appropriate service and injured workers receive correct care.
- Responsible for interpreting requests for medical procedures to determine eligibility for review. Ability to triage appropriately to ensure requests are reviewed timely and according to established guidelines.
- Alerts management to potential problems and refers non-routine inquiries and/or problems to supervisor or appropriate personnel
- Responsible for communicating information to providers and internal personnel (nurses, claims managers) in format requested to ensure most efficient review of requests

Customer Service Representative

10/2014 – 06/2016

Progressive Casualty –Riverview, FL

- Investigated accounts for proper processing
- Assured that accounts are processed properly and noted with accuracy
- Provided prompt, professional customer service for Progressive following specific guidelines on customer service or call center procedures
- Answered calls or inquiries from customers or prospective customers to explain insurance options available, correct errors or provide information, process orders, order documents, and add change or update policies with appropriate information, take payments on policies
- Assigned product or service issues to the appropriate senior representative or management personnel

Customer Service Representative

10/2010 – 09/2014

General Dynamics Information Technology –Riverview, FL

- Read scripted responses to questions dealing with basic health care information of an educational nature.
- Provided knowledgeable responses to inquiries (phone, web chat, e-mail, TTY, fax, correspondence) in a courteous and professional manner.
- Maintained up-to-date knowledge of regulations, processing procedures, and policies. or call center procedures
- Used databases and written materials to look up and provide information to inquiries.
- Maintained appropriate documentation of all inquiries.

- Adhered to Privacy Act and Health Insurance Portability & Accountability Act (HIPAA) requirements as it relates to confidentiality of information released.
- Continually looked for and suggested process improvements.
- Reported problems that occurred and assisted with the resolution.
- Attended required corporate, program, and other update trainings.
- Demonstrated incremental and performance improvement per metrics.

REFERENCES AVAILABLE UPON REQUEST