DIANA LYNN GRUBBS

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PROFILE

Adaptable / flexible and energetic Customer Service Representative with a demonstrated history of success as a professional dedicated to Service Excellence and committed to continuously going beyond average expectations. Consistently adds value by:

• Generously sharing information and techniques to empower team members;

• Caring about the particular needs of individual customers as well as team success;

• Producing accurate, completed work as team member or individual contributor;

• Streamlining tasks and project-related processes, and creating innovative solutions;

• Communicating effectively at all levels: maintaining composure in demanding situations; delivering complex information in easily understood terms; listening for unspoken questions and/or underlying meanings; exerting gentle persuasion to achieve goals.

Background: Health Insurance; Third Party Benefits Administration; Internet Services; Wholesale Office Products; Distribution; Fundraising, and Retail.

Functional Competencies

Ability to quickly understand and apply proprietary software

MS Excel Outlook Express / Email Internet Research MS Word Internet Explorer

WORK HISTORY

TotalMed Staffing, Milwaukee, WI August 2018 -September 2018

**Benefits Consultant**

• Attended benefit fairs to facilitate open enrollment for WEA

PARKER STAFFING, Seattle , WA March 2018 – May 2018

**Benefits Service Representative**

• Answer phone calls from employees and retires regarding health insurance eligibility, enrollment and and pension commencement.

• Process outgoing mail and returned mail.

• Process death reports.

• Utilized internal databases and information systems as research tools.

ZENITH AMERICAN SOLUTIONS, INC., Seattle, WA June 2015 – January 2017

**Senior Customer Service**

Senior Customer Service Representative

• Effectively responded to 60-75 incoming calls per day; answered simple to complex questions dealing with health insurance benefits and eligibility from employers, participants, retirees, insurance carriers and health care providers for 7 labor unions in the Seattle metro area.

• Responded to non-technical questions on pensions; transferred callers to pension team for pension estimates and to initiate pension commencement.

• Utilized internal databases and information systems as research tools.

UNITED STATES STEEL & CARNEGIE PENSION FUND, Pittsburgh, PA​ 2013 – 2015

**Benefits Service Center Analyst**

• Effectively responded to 60-75 incoming calls per day; answered simple to complex questions dealing with health insurance benefits, premiums and eligibility from retirees, insurance carriers and health care providers for retirees of United States Steel.

• Sent urgent updates to insurance carriers.

• Responded to non-technical questions on pensions; transferred callers to pension team for pension estimates and to initiate pension commencement.

• Utilized internal databases and information systems as research tools.

MORNEAU SHEPELL, Toronto, Ontario 2008-2011

**Cobra Benefits Analyst** (Pittsburgh, PA office)

Analyzed health insurance, dental, vision, and flexible spending account as well as life insurance benefits. Executed administrative tasks and small projects. Routinely functioned as CBA troubleshooter, identifying problems and offering best solutions. Additional accountabilities:

• Composed brief, confidential (PHI) synopses of participant appeals and letters of denial

• Reviewed corporate client needs weekly to generate and disperse Cobra election forms, change and termination notices as well as End of Eligibility notifications and Certificates of Credible Coverage.

• Handled printing and distribution of daily Qualifying Event feed

• Efficiently categorized incoming communications from clients, participants, carriers, co-workers and General Cobra email box. Accessed Benefits OnLine and properly processed BOL information as well as appeals for Denial of Benefits. Cross-trained on all plans.

• Trained Call Center reps on Cobra eligibility.

• Identified core system issues; referred concerns for resolution

**Call Center: Customer Service Representative** (Pittsburgh,PA office)

• Effectively responded to 60-75 incoming calls per day; answered simple to complex questions dealing with health insurance benefits, premiums and eligibility from employers, participants, retirees, insurance carriers for 11 clients.

• Rapidly processed change requests on Benefits Online .

• Sent urgent updates to insurance carriers.

• Responded to technical / non-technical questions on pensions; transferred Care Logs to Montreal for value estimates and to initiate retirement process.

• Utilized internal databases and information systems as research tools

EDUCATION

High School Diploma – Yough Senior High School, Class of 1985