Paul Guerra

Full Stack Web Developer

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Results-focused executive with a breadth of experience driving customer care initiatives, leading call center operations with a background in customer service and cohort teaching. Helping build teams to handle inbound calls with a high success rate of the team members understanding their roles and moving to higher positions. Start-up experience leading software implementations.

Skills

Web Development: HTML, CSS, JavaScript, jQuery, Bootstrap, Moment.js, Git, Terminal, Node.js, Express.js, SQL, MySQL, NoSQL, React

Additional Skills

Management Experience
Technology Operations
Leadership, Mentoring, Training
Call Center Management
Zendesk, SaaS Orientation
Call Center Vendor Experience
Operations Development
Procedure Auth Specialist
Customer Support
Citrix Facets 510

Experience

Cedar Cares, LLC / Senior Patient Success Advocate (Remote)
July 2021 - January 2022, New York, NY
- Resolved customer service issues using company processes and policies and provided updates to customers.

Cedar Cares, LLC / Patient Success Advocate (Remote)
April 2021 - July 2021, New York, NY
- Assisting patients manage their bills via email, phone, and/or chat both in English and Spanish. Making sure their insurance is being used or any financial assistance can be applied.
- Identified, documented and took ownership of customers' issues and saw problems through to resolution.
- Executing different outbound campaigns when new patients are added to the company database.
- Collaborating with the Product Team to make sure both the patients and patient advocates are having a seamless experience when using the online platforms.

Clover Health, LLC / Senior Flex Coordinator (Remote)
December 2016 - December 2019, Jersey City, NJ - San Antonio, TX
[Member Experience]
- In under a year of employment, the company has selected me to champion the San Antonio area and train several cohorts to build a resilient team to continue growing/assisting our team in New Jersey.

- 20-person team selected and mentored to perfection in plan benefits, handling monthly premium payments, negotiating bills from providers, home visit scheduling among other tasks.

- Hosted several successful Q&A sessions for Clover Health members across NJ and parts of San Antonio to go over Part C&D benefits, upcoming changes, events and additional inquiries.

- Worked exclusively with the following call center vendors nationally and internationally: Convergys - Laredo, TX, Concentrix - Laredo, TX, and Teleperformance - Manila, Philippines.

- Secured a high retention rate among both national and international teams, a result of training effectively on taking inbound calls and other day to day tasks. Team members were able to fully grasp/understand their roles and accomplish them effectively.

- Tasked with handling thousands of prior authorizations for medical procedures for the insurance members.

[Provider Experience]

- Handled inquiries from multiple providers regarding claim status updates, member eligibility/plan benefits, member enrollments, checking on the status or creating authorizations for different procedures, appeals, provider outreach among other requests.

- Handled investigative work on payment disputes for providers.

Education

University of Texas at San Antonio
October 2021 - May 2022, San Antonio, TX

Full Stack Developer

Essex County College
September 2017 - June 2019, Newark, NJ

New Media Technology

Languages

Spanish | Bilingual - Fluent