

Austin Roe  
1540 N Fuller Ave  
Los Angeles, CA 90046

May 20, 2020

Human Resource Representative  
Rookieplay

I am writing to express my interest in the position posted on Indeed.com's website. I am currently employed with UnitedHealth Group as a Senior Billing Analyst with our Large Employer Group team under E&I Operations.

My background includes over 10 years of leadership, customer service, and team development experience in multiple customer service and healthcare environments. I studied Nursing and Business Management at Itasca Community College and Hibbing Community College where I discovered my passion for a career in the Healthcare Industry.

I am currently employed with United Health Group as a Senior Billing Analyst within our E&I Operations team. In this role, I am accountable for the payment integrity and processing of hundreds of Employer Group premiums payments as well as their associated fees and state-specific taxes, as well as with proactive and reciprocal communication with both the HR, Senior Leadership, Accounts Receivable, and Accounts Payable representatives both within my designated employer groups and UnitedHealthcare as a whole. I often divide my time between self-driven, independently managed work, working as a team with my internal business partners to reach a resolution for a complex issue or with my team as a peer coach and assistant and assisting with special projects related to the business.

I believe the most important strength one can have is a strong focus on team culture and positive employee & client engagement. Agents who focus on developing a strong and sustainable core culture focused on their team's success help flourish the evolution and innovations of great teams and businesses. Through culture focus and positive leadership, I have proven my performance in this organization and to my team throughout my career.

I am looking forward to discussing the position and my qualifications with you in more detail soon. Feel free to contact me by email at [austinroe218@gmail.com](mailto:austinroe218@gmail.com) and by phone at (218) 393-1386.

Sincerely,

Austin G. Roe

**Austin Roe**

**Address:** 1540 N Fuller Ave Los Angeles, CA 90046

**Email:** austinroe218@gmail.com

**Phone Number:** 218-393-1386

**\*\*Authorized to work in the US for any employer\*\***

**WORK EXPERIENCE:**

**Sr. Billing Analyst**

UnitedHealthcare

4316 Rice Lake Rd Duluth, MN 55711

11/25/2019 – Present

**Description:** Senior Billing Analyst trained in large-dollar premium allocation, account reconciliation, delinquent escalation, triaging and resolving client concerns and inquiries relating to billing package and invoices, working with team and internal business partners for assistance with or redirection of out of scope issues, peer coaching and assistance.

**Elite Advocate**

UnitedHealthcare

4316 Rice Lake Rd Duluth, MN 55711

08/05/2018 – 11/24/2019

**Description:** Dedicated Member Services representative trained in Answering Claims Processing, Medical, Mental Health, Pharmacy, Gender Re-Assignment Benefits, and Claims inquiries. Triaging and resolving complex and escalated issues for customers while working with our Internal Business Partners to work towards the best scenario for all parties involved. AC2E Coach Certified (Internal on-the-job trainer program designed to educate and train designated employees for potential future leadership opportunities and positions within the company.)

**Advocate4Me Rep**

UnitedHealthcare

4316 Rice Lake Rd Duluth, MN 55711

06/19/2017 – 08/05/2018

**Description:** Member Services representative trained in Answering Claims & Benefit questions and triaging and routing more complex issues to appropriate teams. Internal Commitment Inventory Report trained, where-in Agent would review co-workers routed

issues for errors and re-route or resolve issues and send educational emails to original representative as appropriate.

**Staff Member**

Son Group LLC - Cloquet, MN - September 2016 – 06/16/2017

**Description:** Correlating with a direct line of professionals to implement new procedures, insure quality of products, and provide service in a safe and effective manner.

**Customer Service Specialist**

New Directions Senior Living LLC - Cloquet, MN - July 2016 – September 2016

**Description:** Managing and directing the Healthcare directives of on-site residents, as well as overseeing the implementation of new procedures, and ensuring quality of service delivered.

**Health Care Specialist**

Guardian Angels Health & Rehabilitation LLC - Hibbing, MN - October 2015 – June 2016

**Description:** Managing and directing the Healthcare directives of on-site residents, as well as overseeing the implementation of new procedures, and ensuring quality of service delivered.

**Nursing Assistant Registered**

Welcov Healthcare - Grand Rapids, MN - August 2015 – October 2015

**Description:** Daily & Personal Cares for Disabled Adults.

**Health Care Specialist/Hospitality & Beverage Manager**

Whispering Pines Assisted Living & Memory Care, LLC - Grand Rapids, MN - June 2015 – September 2015

**Description:** Monitor, limit, and recording intake. Overseeing daily preparation of on-site meals, and housekeeping. Cataloging, inventory, and distribution of medication and controlled substances to on-site residents. Helped to coordinate with staff to solve day to day, and persisting problems. Also worked one on one with residents to access needs and desires.

**Nursing Assistant Registered**

Welcov Healthcare, LLC Grand Rapids, MN - February 2015 – May 2015

**Description:** Daily & Personal Cares for Disabled Adults.

**Health and Sanitation Operator**

Ground Round - Grand Rapids, MN - September 2014 – February 2015

**Description:** Overseeing proper implementation of sanitary procedures and Health Code observance. Orientation and training of new employees. Inventory and ordering.

**Customer Service Manager**

CLK Management Co, LLC – Grand Rapids, MN . July 2013 – July 2014

**Description:** Directly responsible for Health Code and Product Safety procedures and observances. Orientation and Training of new employees. Teaching and implementing new procedures to staff members. Responsible for raising and maintaining company morale. Directing staff, and company activity throughout peak activity and daily occurrences.

**Customer Service Manager**

Phaneuf Co, LLC - Hibbing, MN - August 2011 – July 2013

**Description:** Directly responsible for Health Code and Product Safety procedures and observances. Orientation and Training of new employees. Teaching and implementing new procedures to staff members. Responsible for raising and maintaining company morale.

**Customer Service Manager**

Yannis Original Gyros - Hibbing, MN - August 2008 – August 2011

**Description:** Directly responsible for Health Code and Product Safety procedures and observances. Orientation and Training of new employees. Teaching and implementing new procedures to staff members. Responsible for raising and maintaining company morale.

**EDUCATION:**

- Nursing Aid Certification in Nursing  
Itasca Community College - Grand Rapids, MN  
August 2014 – March 2015
- Business Management/Computer Science  
Hibbing Community College – Hibbing, MN  
August 2012 – June 2013

**SKILLS:**

Types 100 WPM **(13+ years)**. Microsoft Office Fluent **(8 years)**, Customer Relationship Management **(10 years)**, On-the-Job Coaching **(10 years)**.

## Recognition

Across my career at UnitedHealthcare, currently spanning almost two and a half years, I've received a number of outstanding feedback from my co-workers and other Internal Business Partners. Some of the most impactful feedback is listed below:

### **AUSTIN ROE**

has received recognition from MICHELLE FELLBAUM for **Performance**

#### **Helping Hand**

Austin thank you for all of your continued support with the Elite team, I appreciate every time you take some time out of what you are doing to respond to a team member if there is a question that is left unanswered, you are always thorough with your research, and can provide the steps you have taken to get the answer. You have truly made an impact on my knowledge with this job, thank you!

1.

### **AUSTIN ROE**

has received recognition from LARRY KNOX for **Performance**

#### **Follow Through**

Austin has shown with hard work and perseverance you can accomplish anything. Kudos to Austin to grabbing a hold of his commitments from double digit numbers and down to a zero. way to go you are truly a Elite Agent!

2.

### **AUSTIN ROE**

has received recognition from LARRY KNOX for **Performance**

#### **Austin Always Excels**

Austin has been the go to person for out Of Scope issues that can not be resolved . There has been a issue that has been getting routed around for over a month . Austin took charge and resolved the issue in hour and reprocessed claims associated with it. Thank you Austin this does not go unnoticed.

3.

### **AUSTIN ROE**

has received recognition from SHAUNA STROUD for **Performance**

#### **Thank You Austin!**

Austin assisted in a highly complicated, escalated issue and was able to resolve the matter within a few hours. The claim had been routed over 20 times with no resolution. Multiple supervisors from different departments had been involved and every time, the issue fell through the cracks in our systems. I reached out to Austin for help. He willing gave his time, energy and knowledge and was able to finally resolve the issue for our member.

4.

### **AUSTIN ROE**

has received recognition from NIKKOL MONIOT for **Relationships**

#### **True Leader**

Austin is always so helpful when it comes to answering questions, knowing where to find an answer, and going above and beyond when it comes to helping members, and team members. I had a difficult claim issue, and he took over and helped get it taken care of in a very timely manner, and called our member back to give her the good news. Thank you for always being there for our members and our teams. You are very much appreciated for all that you do.

5.

### **AUSTIN ROE**

has received recognition from AMANDA JAMES for  
**Collaboration**

#### **Thank you**

Thank you so much Austin for all of your help. Not just with the processing but with the computer issues, macro issues, lost links and of course the reference sheets you make. You help all of us in so many ways. Your teamwork skills are truly amazing! I am so thankful to be working with you now, and going forward.

6.

### **AUSTIN ROE**

has received recognition from DEBORAH JORGE for  
**Collaboration**

#### **Your Feedback Helps Improve Advocate Experience**

Thank you so much, Austin, for your ongoing support and feedback on our benefit search capability and Benefit Eligibility and Coverage Hub (BEACH) UI. On behalf of the entire team, we thank you for your proactive outreach, insightful feedback and commitment to helping us enhance benefit content management and search capabilities for our users. Your input allows us to create an intuitive and user-friendly online experience for advocates and clinicians who serve our members, providers and other constituents. Moreover, it helps drive simplicity and health literacy, which influences the appropriate utilization of benefits and contributes to a higher Net Promoter Score. Your partnership means the world to us. Thank you, thank you, thank you. We look forward to collaborating with you.

7.

### **AUSTIN ROE**

has received recognition from MICHELLE WORACHEK for  
**Collaboration**

#### **Thank you Austin!**

Austin, thank you for the great detail you provided regarding the quick list when routing ORS. This issue has been reported as a system defect #ICN7915791. The support you provide will allow us to reduce the amount of inappropriate routes and expedite our member issues.

8.

### AUSTIN ROE

has received recognition from RACHEL MALZAHN for  
**Collaboration**

#### **BEElieve!**

Austin is always there to help his teammates in the team chat and supporting them when questions arise. He supports collaboration and open communication within the team to assure everyone is successful!

9.

### **References**

1. Micky Follansbee – Provider Relations Supervisor – 715-919-3086 or 218-279-5786  
**Known for 3 years.**
2. Larry Knox – Elite Super Advocate – 800-797-9978 ext. 52680  
**Known for 3 years.**
3. Thomas Bullert – Elite Advocate – 218-224-3755  
**Known for 2 year.**