Vincent Thao

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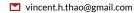
Profile

Dynamic Claims Processor with over 7 years of experience in the insurance industry, adept at determining eligibility and following complex workflows to ensure compliance with industry guidelines. Expertise in customer service and teamwork facilitates the resolution of inquiries efficiently and effectively. A proven ability to adapt and learn quickly enhances contributions in fast-paced environments. With strong communication capabilities , the focus remains on delivering exceptional service while maintaining and developing new skills for future endeavors. Ready to leverage these skills in a new challenging position.

Employment History

Claims Processor, Blue Cross Blue Shield of Minnesota

June 2017 — November 2024

- Coordinated with insurance providers and members to verify eligibility and coverage status efficiently.
- Navigated internal systems to log procedures and document eligibility decisions in compliance with company protocols.
- Ensured adherence to NAIC (National Association of Insurance Comissioners) guidelines by following detailed workflows to determine eligibility.
- Delivered exceptional customer service, assisting members with inquiries and resolving eligibility concerns in a timely manner.
- Collaborated with team members to streamline processes, improve response times, and enhance service quality.

Education

Park High School, Cottage Grove

September 2009 — June 2013

GPA 3.8

University of St Thomas, Saint Paul

September 2013 — June 2015

Completed coursework in relations to Computer Science.

Software Development Bootcamp (University of Minnesota)

December 2024 — March 2025

Estimated completion: March 2025.

Through a face-paced environment, I was able to learn, adapt, and develop a growth mindset in regards to programming. The fundamentals of a full stack application are well versed from finalization of this course.

Links

Github

Skills

Adaptability

Fast Learner

Communication Skills

Ability to Work in a Team

Multitasking Skills

Customer Service

HTML

CSS

JavaScript

Node.js

Typescript

Servers & APIs

React

PostgreSQL