

# Sample - Healthcare

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## Administrative Support / Customer Service / Healthcare Management

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### Profile

A fast track, highly motivated and team oriented professional with more than 7 years' experience in administrative support, customer service, account management and staff development. Demonstrated ability to use interpersonal skills to resolve problems and gain positive feedback.

- ***Top Performer whose diligence and leadership is recognized corporate wide***  
Awarded and recognized for innovative ideas, strategies, and practices that have accounted for more than \$2 million in savings and increased productivity.
- ***Efficiently and effectively prioritize a broad range of responsibilities to consistently exceed prescribed goals.***  
Maintained a 100% pass rate on quality verification inspections; lead team effort in inquiry research and turnaround response.

### Multifunctional Areas of Strength

- Team Building & leadership
- Medical Claims Processing
- Proofreading/Editing
- Interdepartmental Coordination
- Crisis Resolution
- Time Management
- Insurance Documentation
- Communication
- Follow Up

Computer Skills: MS Access, Word, Excel, PowerPoint - Excellent ability to learn and assimilate new information.

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### Professional Experience

Blue Shield of California, Los Angeles, California

1999 – 2002

#### Senior Member Services Advisor

#### Member/Provider Correspondence Coordinator

#### Member Services Advisor

- Promoted to manage, train and evaluate a team of 20 professionals, allocate resources, monitor and ensure that quality customer care is enforced.
- Coordinated, investigated and resolved client billing, policy interpretation and service inquiries through extensive follow-up and thorough interdepartmental communications.
- Verified and adjusted claims according to HMO and PPO contracted sales and determined payment schedules for patients, physicians and medical service providers.
- Processed member grievances and appeals, determined through research and in-depth customer interaction appropriate and effective solutions in accordance with county, state and federal regulations including the Department of Insurance.
- Achieved reputation as a resource person, problem solver, troubleshooter, and creative turnaround manager.

Rellis Family Daycare, Los Angeles, California

1999 – 1999

#### Childcare Assistant

- Designed curriculum materials that reflected a student-centered approach with many hands-on activities.
- Counseled and worked closely with students; facilitated at home visits to ensure quality relationship development/cultivation with both parents and students.

Prudential Healthcare, Los Angeles, California

1997 – 1998

#### Customer Service Representative

- Developed and implemented processes and systems to ensure quality and superb customer service.
- Responded quickly and efficiently to customer inquires, maintained and surpassed department goals of 60 calls per day.
- Created effective business relationships with customers, hospitals, county, state and federal agencies.

### Education and Special Training

Business Administration, Healthcare Management, Los Angeles Southwest Community College, 1998 – 2001

Claims Adjustment Training, Blue Shield – 2001

Professional Mentoring Program, Blue Shield - 2001