



# SOPHIA BROWN

## Appeals Analyst

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### PROFESSIONAL SUMMARY

With over 5 years of experience as an Appeals Analyst, I specialize in meticulously evaluating and processing appeals in compliance with regulatory standards. My analytical skills enable me to identify key trends and implement effective resolution strategies, ensuring operational efficiency and enhanced customer satisfaction. I thrive in collaborative environments, dedicated to supporting clients through the appeals process.

### WORK EXPERIENCE

**Appeals Analyst** Jan / 2022-Ongoing  
Quantum Solutions LLC Phoenix, AZ

- Conducted thorough investigations of appeals by reviewing documentation, telecommunication records, and medical policies to ensure comprehensive analysis.
- Generated timely acknowledgment letters for all appeals, informing requestors about the status and expected resolution timeframe.
- Prepared detailed case presentations for the 2nd level Appeals and Grievance committee, ensuring all relevant data was available for informed decision-making.
- Coordinated committee meetings, facilitating discussions to ensure diverse representation and effective outcomes.
- Created and maintained detailed appeals packets for committee members, enhancing the decision-making process.
- Documented minutes for each committee meeting to ensure accurate records and assist in final resolution letter preparation.
- Maintained up-to-date knowledge of company policies, accreditation standards, and legal regulations to support compliance efforts.

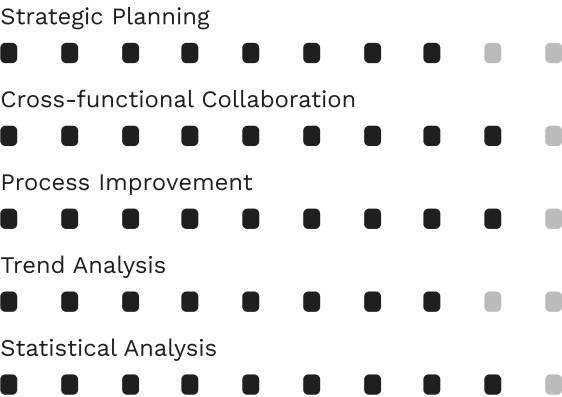
**Appeals Analyst** Jan / 2020-Jan / 2022  
Cactus Creek Solutions Phoenix, AZ

- Implemented processes to identify under-allowed claims, utilizing Contract Manager and analyzing Explanation of Benefits (EOBs) for discrepancies.
- Reviewed and updated letter templates for missing documents in appeals, ensuring clarity and compliance with requirements.
- Managed and responded to customer grievances within a 24-hour turnaround, ensuring prompt resolution and satisfaction.
- Investigated member inquiries from the organization's website, providing comprehensive responses to enhance service quality.

### EDUCATION

**Bachelor of Science in Business Administration** Jan / 2018 - Jan / 2020  
University of California Denver, CO  
Focused on operations management and regulatory compliance.

### SKILLS



### INTERESTS

- Podcasts Language Learning  
Dancing Cycling

### STRENGTHS

- Intuition Leadership  
Listening Mentorship

### LANGUAGES



### ACHIEVEMENTS

- Streamlined the appeals process, reducing resolution time by 20%, enhancing customer satisfaction.
- Successfully managed over 500 appeals annually, achieving a 95% compliance rate with regulatory standards.