ROBERT SMITH

Claims Customer Service Representative II

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

17+ years of experience as a Claims Customer Service Representative to obtain long-term employment with a reputable company that has the potential for growth and becoming an asset in the company now & in the future.

CORE COMPETENCIES

Microsoft Office, Windows Operating Systems, Ubuntu Operating Systems, Linux Operating Systems, Windows XP, Microsoft Word, Microsoft Works, Power-point, And Excel, Used In-house System, 3 Incoming Lines, And 25 Extensions For Dispatch Position.

PROFESSIONAL EXPERIENCE

Claims Customer Service Representative II

Care1st Health Plan - July 2013 – Present

Key Deliverables:

- Responsible for maintaining a working knowledge of care1st division of financial responsibility matrix (DOFR).
- Data entry and maintenance of inquiries, researching status of provider claims and document findings in the computerized tracking system.
- Understanding claims processing guidelines such as claims timely submission and payments.
- Respond to telephone and written inquiries related to the status of claims and maintain great customer service skills. Proficient knowledge in icd9 and icd10, MHC, CPT, and HCPCS.
- Facilitating both inbound/outbound calls to ensure health plan memberships were up to date.
- Providing information to clients and providers regarding their "claims" records.
- Understanding of eligibility protocol for medical and programs enrollment processes required.

Call Center/Customer Service

Cyberdefender - April 2011 – June 2012

Key Deliverables:

- Answer heavy inbound calls on 4 different queues (customer service, front line, technical and liaison queues).
- Screen calls, process refunds and uninstall/install of computer software.
- Retain sales when customers want to cancel; upgrade downgrade customer accounts.

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- Promoted to do a live chat with customers online used ms excel to pull activation codes update and add.
- Checked to ensure that appropriate changes were made to resolve customers problems.
- Referred unresolved customer grievances to designated departments for further investigation.
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions, are taken.

EDUCATION

High School Diploma - (Education California Technical University High School)

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