

Robert Smith

Health Benefits Coordinator

PERSONAL STATEMENT

More than 10 years successful experience in Customer Care with recognized strengths, team participation, problem-solving and trouble-shooting, support. Possess solid computer skills.

WORK EXPERIENCE

Health Benefits Coordinator

Xerox State Healthcare LLC - February 2016 - 2022

Responsibilities:

- Assisted potential and current members fill out their applications for NJFamilycare which its the New Jersey publicly funded health insurance company- Includes CHIP, Medicaid and Medicaid expansion populations.
- Coordinated member health plans, and would also help with the selection of primary care doctors.
- Consisted in providing individuals with information about their current eligibility and requirements to become eligible for the program in Spanish and English in a timely manner.
- Started a new contract named Highmark which handle commercial health insurance.
- Handled claims, payments, enrollments, select pcp, explain members of their benefits, assist them with the federal market place.
- Provided excellent Customer service while Assisting people at their tables in a fast, but professional establishment.
- Taken orders, manage cash and credit cards.

Health Benefits Coordinator

Delta Corporation - 2014 - 2016

Responsibilities:

- Excel in listening to customer needs, and creating solutions that provide value to the customer.
- Respond to telephone inquiries, providing quality service to customers and associates inquiring about health insurance and medical needs.
- Respond to all customer complaints on active and inactive accounts Handled enrollment activities and outlined discrepancies.
- Work with low-income individuals and families to help receive health insurance.
- Answering questions, explaining benefits, assisting clients through the process of receiving health insurance.
- Assisted Lockheed Martin employees with setting up health benefits, life insurance and other company benefits during their annual enrollment period.
- Was promoted to a permanent position with the company after my 90 days as a health benefits coordinator with Spherion.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Familiarity with benefits and payroll software.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

BA In Criminal Justice