

# WILLIAM PEREZ

Health Insurance Representative

support@qwikresume.com (123) 456 7899 Los Angeles

www.qwikresume.com



## PROFESSIONAL SUMMARY

Health insurance professional with 2 years of experience in claims processing and customer support. Proficient in resolving member inquiries, ensuring compliance with regulatory standards, and enhancing client satisfaction. Driven to provide exceptional service and build lasting relationships, while contributing to a high-performing insurance team.

## WORK EXPERIENCE

**Health Insurance Representative** Feb / 2024-Ongoing  
WidgetWorks Inc. Denver, CO

- Developed pricing strategies in alignment with market trends and customer needs.
- Collaborated with product teams to enhance services tailored to specific vertical markets.
- Analyzed risk profiles of new insurance products to ensure market viability.
- Implemented updates to existing products based on customer feedback and regulatory changes.
- Identified and targeted customer segments across various states to optimize outreach.
- Maintained relationships with a comprehensive provider network to improve client engagement.
- Created tailored marketing materials addressing individual state market requirements.

**Health Insurance Representative** Feb / 2023-Feb / 2024  
Crescent Moon Design Portland, OR

- Acted as the primary contact for United Healthcare insurance clients, addressing queries and concerns.
- Provided detailed consultations on healthcare options, including provider networks and services.
- Facilitated communication between clients and insurance providers to resolve issues effectively.
- Handled over 70 customer service requests daily, maintaining high satisfaction levels.
- Utilized resources to troubleshoot client issues and provide timely solutions.

## EDUCATION

**Associate of Science in Health Administration** Feb / 2022 - Feb / 2023  
Springfield Community College Santa Monica, CA

Focused on health insurance principles, policy management, and client relations.

## SKILLS

Client Advocacy  
Insurance Plan Analysis  
Insurance Underwriting  
Social Media Proficiency  
Conflict Management

## INTERESTS

Home Brewing Wildlife Conservation  
Running Public Speaking

## STRENGTHS

Willingness Wisdom  
Zeal Ingenuity

## LANGUAGES

English Spanish Dutch

## ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating through effective communication and support.
- Processed over 200 claims per month, ensuring accuracy and compliance with industry standards.