

Insurance Advisor

ROBERT SMITH

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Objective

An Insurance Advisor with over 3 years of experience as a medical assistant, diversified healthcare provider interaction and customer service outreach. Fluent in Spanish, interpreter experience, outreach and involvement with the Hispanic community Extensive patient care experience. Combined experience with Project management, developing, planning and implementing outreach initiatives. HEDIS experience with outreaching and educating members.

Skills

Leadership, Public Speaking, Customer Service, Teaching, Sales, Team Building, Curriculum Development, Staff Development

Work Experience

Insurance Advisor

Bluecross Blueshield Of Tennessee - 2017 - Present

- Working directly with consumers and current BCBST members in our consumer centers and in the community to support all product education, service and enrollment for all BCBST individual product (Medicare, individual, and ancillary).
- Independently creating the outreach opportunities to engage the community, individual consumers and key business constituencies with proactive insurance sales, education and service support.
- Developing, implementing and executing targeted engagement campaigns with civic leaders, small business owners, retirement communities, nursing homes, faith community leaders, and minority groups to drive center traffic and community engagement.
- Participating in the facilitation of corporate worksite wellness events as requested.
- Working closely with commercial marketing, sales and account management to achieve business goals.
- Demonstrating the ability to drive continuous process improvement in the area of consumer-facing insurance.
- Identifying the business strategies and local market opportunities to increase market penetration of all bcbst products.

Spanish Interpreter

Health Navigator - 2015 - 2017

- Selected by the supervisor as health navigator expert managing the creation of scripts, identifying and analyzing processes, and workflows requiring improvements, and training for the health navigator department.
- Selected by management to work with enterprise process improvement to enhance departmental processes.
- Selected by management to manage, maintain and submit to management quality production report daily.
- Contributed to enhancing quality by proactively identifying error trends and working closely with appropriate staff in order to improve accuracy.
- Applied conflict resolution skills in order to prevent conflicts pertaining to identified errors.

- Interacted effectively with other areas and department team members to improve accuracy.
- Conducted the specially focused audits in order to measure the accuracy of new processing procedures.

Education

Medical Assisting - 2003(Medical Training College - Baton Rouge, LA)Microbiology -
1998(Metropolitan University)Diploma - 1994(La Medalla Milagrosa High School)