

## Objective

Highly qualified Medical Insurance Specialist with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

## Skills

Insurance, Computer, Customer Service, Phone.

## Work Experience

### Medical Insurance Specialist

**ABC Corporation** - February 2004 – 2020

- Actively prospected new clients and initiated group sales calls.
- Specialized in medical insurance plan sales; answered questions and conducted presentations for renewals as well as potential new business.
- Successfully penetrated challenging and immense geographic territory.
- Established, enhanced, and maintained key accounts; grew assigned individual and group revenue base and converted non-participants to clients through business development and lead generation.
- Initiated renewals for groups of two (2) or more.
- Processed new enrollee and group renewal applications.
- Handled cancellation forms.

### Medical Insurance Specialist

**Delta Corporation** - 2003 – 2004

- Responsible for reviewing patients case and insurance coverage information to personalize the call contents to the patient Ensure all inpatient files .
- Conferred with customers by telephone or in person to provide information about products or services, entered orders, cancelled accounts, and .
- Kept records of customer interactions or transactions, recorded details of inquiries, complaints, and comments as well as actions taken Reviewed .
- Contacted customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Resolved customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Verifying and Explaining Benefits, Searching and verifying Pre-Authorizations, and claims.
- Data entry and filing Scheduling of deliveries based on patients request Medical insurance verification, coding and some billing Proficient in .

## Education

High School Diploma