

Member Services Specialist III

ROBERT SMITH

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Objective

Member Services Specialist with extensive experience in client services and complaint resolution, including administrative support, records maintenance and customer service. The above skills were acquired in the individual health insurance field.

Skills

Customer Service, Telephone.

Work Experience

Member Services Specialist III

ABC Corporation - February 2012 – March 2014

- Provided assistance to members and customers via telephone and email on a day-to-day basis.
- Coordinated departmental projects for a team of four that included Supervision of assigned personnel.
- Timely completed and accuracy of information.
- Presented of information according to management standards.
- Generated renewal invoices and sent receipts after a payment was processed.
- Troubleshoot technical issues found on our website to internal and external entities.
- Performed weekly data cleanup to update and correct our members information.

Member Services Specialist

Delta Corporation - 2007 – 2012

- Using communication, computer and math skills, I assist our members by creating individualized product and service offerings or conducting .
- of Realtors Job Responsibilities Maintained and updated membership records for the 700+ members within the Association, daily accounting functions, .
- Bilingual high volume inbound/outbound Calls, Determining subrogation rights for over 120 health plans, File creation, Mail sorting and scanning, .
- Woodbury, MN (9/2010 - 9/2011) Contact John Hanson, [] MEMBER SERVICES SPECIALIST Recent promotion for excellent interpersonal skills and .
- Provided exceptional service to fulfill member needs Followed the System of Operations when performing membership changes Made 50 payment delinquency .
- Served as administrative contact for all information pertaining to third-party reimbursement, coverage and claim issues Ensured member retention and .
- Assisted and greeted participants, executed program registration, scheduled appointments and served as a point of contact to members and visitors .

Education

BA in Communications - (THE PENNSYLVANIA STATE UNIVERSITY - Altoona, PA)