

# Robert Smith

## Lead Member Services Specialist

### PERSONAL STATEMENT

Assesses the competition, analyzes trend data, researches the customer and prior awards, develops pricing estimates, and provides counsel to all reviews, including win strategy sessions.

### WORK EXPERIENCE

#### Lead Member Services Specialist

ABC Corporation - April 2014 - August 2015

##### Responsibilities:

- Receives and responds to a high volume of incoming email and social media requests.
- Provides accurate and thorough written responses to customer inquiries. Receives and responds to inquiries about product billing and payment questions for all products.
- Additionally, understands and relays information regarding contract riders, member programs, and all HPHC vendor relationships.
- Captures and documents customer feedback; receives, resolves, and routes complaints as defined by Department policies, procedures, and guidelines; accurately handles appeals process inquiries.
- Consults with appropriate staff from all levels within the department well as with Appeals to effectively address a member's inquiry.
- Assists the Member Services department when call queues are high and assistance is needed by answering phone inquiries.
- Handles all calls requiring translation services.

#### Member Services Specialist

Delta Corporation - 2009 - 2014

##### Responsibilities:

- Sales Customer service Answer phone for customer questions and requests Process payments Outbound calls to renew memberships for members associations .
- Verify deed validity; complete and maintain property management files for a 4,500-home subdivision; provide administrative and creative-thinking .
- Provide uniform interpretation of benefits, eligibility and claims to dental providers, members and employer groups Research, verify and resolve .
- Assisted a team of medical staff including RNs and Physicians to update confidential patient records and charts.
- This included handling access to lab results, patient demographics, insurance policies, and the secure online patient portal.
- Handled membership enrollment and collaborated with the finance and billing department regarding billing summaries, insurance EOBs, and medical .
- Recruit new members and leads to the club by generating sales and business Assist, create, design and manage marketing for the club.

### CONTACT DETAILS

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### SKILLS

Management,  
Organizing.

### LANGUAGES

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

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

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

## **Education**

H.S. Diploma - 2004(Colonial Forge High School - Stafford, VA)