

Candidate 4382

NE

This resume is a high light of my skills and qualifications for your consideration.
Authorized to work in the US for any employer

Work Experience

Senior Account Manager

State Farm - NE

December 2021 to Present

In this role, I was responsible for bringing in new business, maintaining the current book of business, coaching new staff, scheduling appointments, managing the office, and holding appointments. My primary role was in sales and I consistently exceeded my sales goals in annual collected premium.

I was the only staff member in a sales role, for most of my employment, and our agency consistently stayed in the top 5 agencies in our territory out of 50. I played a huge role in our agency reaching Travel in our first year, which was awarded when we met life insurance sales goals, set out by State Farm. Furthermore, I was involved in the Agent's Aspirant program, which involved ongoing coaching to become an agency owner, and was hand selected to be a part of an exclusive group of top performers, Team Members Hall of Fame (TMHOF).

I'm fully licensed in P&C and Life & Health in NE and IA.

Awards: 2022 TMHOF Level 1 (30+ life insurance apps for 2022)

Licensed Insurance Agent

Liberty National - NE

July 2021 to December 2021

In this position, I was responsible for prospecting to new businesses, primarily by cold walk-ins and calls. I used company and self-generated leads to make a drive list to follow.

When closing a case, I submitted the paperwork and set-up the enrollment. At the enrollment, I found out what the wants and needs were of the employees, and customize my recommendations based on what was relevant to them and their families. I also made sure that any recommendations that were made were within their budget and sustainable. I focused on building rapport and trust with everyone I talked to. I also made sure to be prompt and dependable, always following through with what I said I would do.

After completing the enrollment, I put together the final documents and hand-delivered them to the business and explained everything, making sure they had a good understanding of the next steps and how the deductions worked. I continued to stay in contact with the business afterwards, maintaining a good relationship, and was present for any future needs.

Elite Sales Consultant

Holiday Inn Club Vacations - TN

June 2018 to August 2019

In this role, I sold vacation packages to front line tours. I've had extensive training on various sales techniques such as creating urgency, building value, putting the guest in the picture, overcome objections, etc. I was very successful in this role and received the 1st Quarterly Leadership Award for 2019 because,

I embodied the company's vision and uplifted and encouraged others to do better. I sold consistently and maintained being one of the top sales consultants monthly.

Appeals Representative

TeamHealth - TN

August 2017 to June 2018

In this position, my main roles and responsibilities included claims investigation, to determine the appropriate action needed on Managed Care, VA/Tricare, Worker's Comp, Medicare, and Medicare Replacement claims. After obtaining the needed information, I would determine if a claim needed to be appealed, billed to another insurance, forwarded to patient responsibility, transferred to another department for further review, or written off, if all other options had been exhausted. In this position, I was responsible for meeting a set quota of invoices/claims with little supervision. In addition, I helped resolve accounts with no activity by calling the carrier and getting claim/appeal status.

Patient Account Specialist

FOOT AND ANKLE - OR

October 2016 to August 2017

At this practice, I was responsible for verifying a patient's insurance and figuring out their responsibility, prior to the appointment. The main carriers I worked with were Medicare, Medicare Supplements, VA, Medicaid, and Commercial insurances. I was also the main coordinator and communicator between the office and billing company. Part of this responsibility was to be an extra set of eyes and makes sure claims were getting paid in a timely manner. I was similarly responsible for taking the appropriate action on all delinquent accounts. In addition to my billing responsibilities, I helped around the office by taking calls, scheduling appointments, cleaning the rooms, relaying messages, and so on. In this position, I had to be a self-starter as I did not have any formal training.

Education

Associate in Healthcare Administration

College - FL, US

March 2016 to January 2018

High School Diploma

High School - NE, US

September 2006 to April 2010

Skills

- Inside sales (4 years)
- Patient Accounts (2 years)
- Account Reconciliation (2 years)
- medical information (3 years)

- EMR (2 years)
- claims (2 years)
- Salesforce (3 years)
- Claims
- Customer Service (6 years)
- Leadership
- Medical Billing (2 years)
- Outside sales (Less than 1 year)
- Insurance Verification (2 years)
- Computer literacy
- Billing (2 years)
- Healthcare (3 years)
- CRM software (Less than 1 year)
- Insurance Sales
- Microsoft Office (5 years)
- ICD-9
- Sales (4 years)
- Medical terminology
- CPT (2 years)
- ICD-10
- Account Management (2 years)
- Insurance sales

Certifications and Licenses

Property & Casualty License

Life & Health Insurance License

Insurance Producer License