

Candidate 3809

Kind, caring, self-driven professional with a love of customer care and doing the right thing the right way.

Experience

2023 - Current

Patient Navigator

Helped patients schedule their care using multiple EMRs in an outpatient care facility. Performed other healthcare administrative duties including end-of-day reports, patient intake, and billing and coding. Handled preauthorization process for a high-volume of patients.

2016-2023

Office Manager, *State Farm*

Interfaced with customers to assess their needs and matched them with the best possible products. Performed various insurance administrative tasks including taking payment, helping customers on the claims process, and hiring new staff. Performed insurance verification and created a stream-lined onboarding process.

2016-2016

Licensed Insurance Agent, *Geico*

Handled incoming and outgoing calls in a fast-paced, high-volume call center environment. Achieved and exceeded key performance indicators, including daily and monthly sales goals. Sold multiple lines of insurance products.

Skills

- Stake-holder relations
- Office Administration
- Sales
- Procedure building

Contact

VA

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