

## SUPERVISOR

### Summary

Accomplished results oriented leader with marketing and customer service experience. Exceptional organization, time management and multi-tasking abilities with an MBA- Management/Finance.

### Skills

- Complaint handling and resolution
- Self-motivated
- In-depth knowledge of markets and relationships
- Complex problem solver
- Skilled negotiator
- Self-motivated

### Accomplishments

Qualified for [Number] quarterly sales bonuses by exceeding sales target by [Number] %. Leadership

- Research
    - Implementation
      - Assisted in implementation of new tracking system that resulted in improved patient care.
- Conducted research which led to the development of [program] .
- Served as key contributing member to Leadership team.

### Experience

July 2015 to Current

Company Name City , State Supervisor

- Responsible for the daily oversight operations of the call center, monitoring average call handle time (ACHT), telephone service factor (TSF), and adherence to schedules.
- Supervise bargaining unit employees in joint efforts with the (UAW) union.
- Manage Walk- In staff and their schedules to service incoming customers.
- Assist in the assessment, development, implementation, and ongoing reporting of operational improvements as they relate to customer service metrics and process improvements of the call center.
- Reduced my team average call handle and wrap time metrics by 200 seconds.
- 30% reduction).
- Participate in meetings with the Account Receivable Department to improve members payment efficiencies and best practice implementation.

February 2013 to July 2015

Company Name City , State Clinical Administrative Assistant- Healthcare Administrator

- Recruited, trained and managed the clinical medical staff and customer service representatives.
- Directed medical receptionist operations, including scheduling, transportation protocols, and patient satisfaction.
- Collected and secured patient co-pays and deductibles.
- Improved patient attendance rates by 20%.
- Responsible for developing and implementing patient and retention strategies.
- Improved processes to ensure accurate electronic billing and reimbursement.
- CMS-STARs Rating implementation and support.
- Collaborated with social services and charitable organizations to provide resources to members of the local community- Served over 200 families Fidelis Secure Care Medicare Advantage HMO (Dual Eligible).

October 2010 to January 2013

Community Account Manager

- Developed new and retained existing relationships with client base, resulting in 65% retention and 10% new membership leads.
- Conducted in-service training to office/home managers regarding organizational protocols.
- Completed weekly reports for nurse practitioners and physicians.
- Verified client information to ensure proper insurance information and resolved customer service issues.

October 2009 to October 2014

Company Name City , State Administrative Assistant/ Home manager

- Advanced to increasingly responsible positions, culminating in management role with oversight for a state certified Group home.
- Directed 12 employees and managed inventory, merchandise and cost controls resulting in 20% annual savings.
- Maintained high standards in sanitation and safety and complied with regulatory guidelines.
- Completed balanced billing, authorization verification, and 3806 forms for payment.
- Completed background checks, fingerprinting, and employee information hiring packets for new hires.

### Education and Training

Organizational Leadership Masters Business Administration Organizational Leadership

May 6, 2017

University of Findlay

International Business  
MBA International Business  
Lean Six Sigma Black Belt Certification  
March 31, 2017  
University of Michigan  
Health Care Administration  
Bachelors of Science Health Care Administration  
May 2015  
Mercy College of Ohio

Associates of Science  
May 2013  
Wayne County Community College

Magna cum Laude  
Activities and Honors

I am an experienced corporate professional with 10 years of progressive accomplishments, and work history. I am highly diversified with interpersonal skills, demonstrated leadership and a strategic thinker for efficient and effective problem solving. I have worked full time while completing my Executive Management MBA with conferral date in May of 2017. My goal is to align and engage my broad, diverse skillset and experience to contribute to meet and exceed plan/budget goals. I seek a career opportunity that will leverage my unique skills and qualifications as a business professional. My intent is to utilize my MBA education and work history to establish a mutual relationship, which will impact the bottom line and provide a platform for my career growth and advancement. \*MBA- General Management coursework in accounting, financial management and leadership \*Proven track record implementing successful leadership practices to motivate and manage staff. \*Implemented and directed 5S lean initiative to 127 employees. \*6 years of professional robust leadership and management experience.

#### Skills

billing, call center, CMS, client, customer service, forms, hiring, insurance, inventory, meetings, office, organizational, processes, protocols, receptionist, reporting, safety, scheduling, Six Sigma, social services, telephone, transportation