

SENIOR MEMBER SERVICE ADVOCATE  
SHANNA SCRUGGS  
Professional Summary

Motivated customer service specialist with over 20 years of experience in a fast-paced, team-based environment high call volume environments.

Skills

account reconciliations, accounting, Accounts Payable, apollo, auditing, benefits, billing system, coach, com, Credit, client, customer satisfaction, data entry, database, delivery, fashion, features, FTP, General Ledger accounts, http, legal documents, Managing, Access, MS Excel, Mail, MS Office, Word, MySQL, Owl, pick, pricing, processes, Express, reconciling, maintain records, research, shipping, Troubleshooting

- Strong customer service orientation
- Problem solver
- Committed to team success
- MS Office

Skills

- Self-motivated
- Extremely organized
- Highly dependable
- Team leadership
- Quick learner
- MS Windows proficient

Work History

Senior Member Service Advocate , 10/2015 to Current

Company Name " City , State

- UnitedHealth Group Assisting members with their prescription benefits coverage for Medicare part D plan, commercial plans, state Medicaid plans( Nevada, Georgia, Arizona, Indiana, South Dakota) , ChampVa plans, Ohio Bureau of Workers Compensation and Mail Order.
- Reviewing rejected claims, processing coverage determinations for prescription coverage.
- Assisting pharmacies with rejected claims and overrides.
- Help guide and educate customers on their prescription benefits, use of plan, formulary, premiums and status of orders, and claims or inquiries.
- I also assist in by doing side by sides to help other agents with their KPI's.
- I'am on a team of super users that will assist agents with their computer and system issues.

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Hosting Consultant , 01/2015 to 10/2015

Company Name " City , State

- My primary responsibilities was to provide immediate and appropriate technical/product support to customers regarding GoDaddy hosting products.
- Provide assistance to customers with purchases, technical issues, questions, and generally resolving any customer concerns.
- Consult with customers on their business needs by matching GoDaddy products and/or solutions to their online goals.
- Managing and Troubleshooting with: FTP, cPanel, Plesk and MySQL

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Designer Care Associate , 03/2014 to 01/2015

Company Name " City , State

- Origami Owl My primary responsibilities were assisting our independent designers and customers via inbound calls, outbound calls and emails with order issues, product questions, tracking orders, processing requests for refunds, missing items and replacements for defective products.

Designer Care Associate , 03/2014 to 01/2015

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Customer Care Advocate , 08/2013 to 03/2014

Company Name " City , State

- Ontrac My primary responsibilities was taking inbound to processes customer requests for pick ups, delivery information, tracking shipment and processing complaints and making outbound calls to customers, other departments and contractors to provide resolution for our customers for their packages.

Customer Care Advocate , 08/2013 to 03/2014

Company Name " City , State

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International Certified Specialist , 07/2010 to 08/2013

Company Name â€“ City , State

- My primary responsibility was to field a high volume of inbound call traffic and assess customer needs.
- Manage a variety of database and web-based programs to provide timely response to the customer.
- Track shipments, rectify shipping errors, product ordering, delivery status, pick-ups, product info and pricing.
- Distribute calls, when necessary, to other resources to ensure customer needs are handled in a timely fashion.
- Coordinate with other departments when outages occur and calls must be redirected Promoting DHL Express services and products to customers on every call.

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Customer Service Representative , 08/2008 to 07/2010

Company Name â€“ City , State

- Alltel Wireless My primary responsibility was to resolve customer inquiries and concerns regarding our products and services such as, bills, coverage area, promotions, store locations and hours.
- Increase customer satisfaction by offering alternative solutions and products. Follow established guidelines to collect and analyze information to create resolution alternatives aimed at reducing risk and increasing revenue.
- Contact customers manually or via the auto dialer to resolve non-payment issues and research and negotiate payment arrangements.
- Access and update customer accounts in computer billing system.
- Review bills and explain fees and charges for service.
- Determine when service suspension and/or disconnect is appropriate and initiate accordingly.
- Also sell products, features and accessories.

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Processing Associate , 01/2008 to 04/2008

Company Name â€“ City , State

- Randstad at Vanguard My primary responsibility was to process monetary transaction to include, address changes, opening new accounts, adding beneficiaries, adding legal documents through client's systems.
- Review transactions for accuracy, completeness and adherence to all internal and external regulations.
- Ensures timely completion of all client requests, Develops and maintains a thorough understanding of departmental systems and processing functions.

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Accounts Payable Clerk , 11/2004 to 01/2008

Company Name â€“ City , State

- Tempe Schools Credit My primary responsibility was maintaining and auditing.
- Union General Ledger accounts, account reconciliations, data entry, posting and reconciling large- volume batch summary transactions, performing cash accounting journal entries, also maintain records for Accounts Payable prioritize and pay invoices received at the rate of 70-90 invoices paid per week.
- I have also handled past due auto, mortgage, credit card unsecured consumer loans, repossessions and bankruptcy accounts and continue to coach employees on how to handle transactions to these sensitive accounts.
- I am experienced with MS Office, mainly MS Excel and Word.

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## Education

GED apollo-resume.co : 1996

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