

Target: Administrative Support/Customer Care	Professional Profile
Competencies/Strengths	
<p>Exceptional Communication Skills • Highly Personable Customer Service Proactive Problem Solver • Detail-Oriented • Highly Motivated Self-Starter Team-Spirited Leader/Mentor • Independent Decision Maker • Deadline Driven Taft-Hartley/Labor Relations Experience • Computer Proficient • Web Design Document Imaging • Workflow • Data Entry • Health Claim Adjudication Form 5500 • Summary Plan Description • Appeals • Subrogation • DOL • CMS Medical Terminology • CPT-4 • HCPCS • ICD-9 • HMO • PPO • ERISA • COBRA • HIPAA</p>	<p>Proven ability to understand and convey complex information, develop positive rapport with customers and coworkers, maintain confidentiality, and complete projects within time constraints.</p>
Professional Experience	
<p><u>COMPANY CONFIDENTIAL</u> • Pasadena, CA</p>	<p>Exerts positive influence on colleagues, works well under pressure with excellent decision-making and conflict resolution skills.</p>
<p>Employee Benefits Consultant 2010-Present <u>Position Profile:</u> Assist with ongoing Medicare Part D litigation. Provide expertise on employee benefit programs to support administrator and staff as requested.</p>	<p>Effective at recognizing and leveraging employee skills and abilities and motivating through reward and recognition.</p>
<p>Assistant to Fund Manager 2008-2010 Compliance Officer Project Manager Webmaster <u>Position Profile:</u> Relieve Fund Manager of day-to-day administrative details. Coordinate work flow. Handle requests for information and data. Prepare meeting agendas and make meeting arrangements. Resolve administrative problems & inquiries. Study, review and implement company procedures to ensure compliance with State and Federal regulations. Recruit, hire and train staff as required. Keep projects on schedule and evaluate staffing concerns. Follow delegated tasks to ensure progress to completion. Update and maintain organization's website.</p> <p>Notable Accomplishments:</p> <ul style="list-style-type: none"> • Led company-wide implementation of electronic document management system, reducing paper usage and physical storage of paper files by more than 65%. 	<p>Proficient at analyzing data, developing policy guidelines/ manuals, computer literate and adept at bridging gaps between technical & non-technical.</p>
<p>Administrative Assistant – Health & Pension Benefits 1996-2008 Human Resources Manager HIPAA Chief Privacy Officer Data Entry Services Manager</p>	<p>Ability to adapt and quickly learn software programs utilized for research or work processes.</p>
<p><u>Position Profile:</u> Interface with Board of Trustees to design, implement, and administer Health & Welfare and Retirement benefit programs. Handle complex customer queries and complaints – face to face, by phone and electronically. Oversee legal compliance, financial analysis and participant communications. Ensure compliance with government regulations. Manage and coordinate all human resources initiatives - recruitment, compensation, benefits, training, workers compensation, and employee relations and professional development. Implement and maintain systems to comply with legal requirements and company policies and procedures related to privacy, access to personal health information, identify theft, and IT security issues. Manage privacy breaches, file all reports, and initiate controls to prevent further loss of protected health information. Supervision of data entry operators in their day-to-day activities, resolving escalated problems. Develop procedures and train employees. Oversee quality control and scheduling of assignments to meet deadlines with minimal error.</p> <p>Notable Accomplishments:</p> <ul style="list-style-type: none"> • Designed, developed and implemented auto-adjudication system for medical claims and integrated it with electronic document management system; • Authored HIPAA Privacy policies and procedures for organization and provided relevant training to employees, staff and vendors. • Streamlined daily processes to accomplish goals with staff reduction of 50%.. 	<p>Highly motivated person with dedicated work ethic who knows success comes from being prepared, hard work, and perseverance.</p>

Professional Experience, cont'd

Administrative Assistant To Fund Manager
Data Entry Services Manager
Call Center Director
Provider Relations Assistant
PPO Network Coordinator

1986-1996

Position Profile: Oversee, coordinate and direct office procedures such as records retention, budget preparation and personnel under supervision of Fund Manager. Conduct research, compile data and prepare appeals for consideration and presentation to Fund Manager, staff and Board of Trustees. Supervision of data entry operators in their day-to-day activities, resolving escalated problems. Establish and ensure compliance with organization's customer service standards. Analyze call traffic to identify areas for improvement. Handle complex customer queries and complaints. Oversee quality control and scheduling of assignments to meet deadlines with minimal error. Assist in negotiating, reviewing and preparing enrollment agreements with hospitals, laboratories and physician practices. Develop and monitor provider contracts. Resolve administrative problems affecting network providers, patients and health plan within contract guidelines.

Notable Accomplishments:

- Designed, developed and implemented audit system for compliance assessment of health plan's Pharmacy Benefit Manager (PBM) resulting in large recovery
- Implemented comprehensive job evaluation, testing and classification process for 150+ employee population; developed and implemented rewards program

Education

University of Southern California • Los Angeles, CA

- Slavic Languages

Mayfield Senior School • Pasadena, CA

- High School Diploma

Technical

Microsoft Windows 7, XP, 2000, MS Word, Excel, Outlook, PowerPoint, FrontPage, SharePoint;
Corel PaintShop Photo Pro; Adobe Acrobat, Reader, Photoshop; Nitro PDF; Google Docs;
WordPress Content Management for Websites; cPanel & WHM; Internet Explorer; Mozilla Firefox;
GoToMyPC;; OnBase Document Management System; Datacap Data & Document Capture;
Skilled Internet Researcher; Social Media proficient (e.g., Facebook, Twitter, LinkedIn); eBay; PayPal;
Numeric Data Entry: 10,500+ kph; Typing: 45+ wpm

References

Furnished upon request.