

OBJECTIVE

Seeking an office position that will allow me to utilize my computer skills and customer service experience.

EDUCATION

1993-1997 Riverside High School Chattaroy WA

- * Received Diploma 1997

SKILLS/ATTRIBUTES

- | | | |
|---------------------------------------|--|--|
| * Customer Service | * Reconciling Accounts | * 9 Year Account, Group Billing |
| * Data Entry (60+WPM) | * Membership Enrollment & Termination accuracy | * Health Insurance Experience |
| * Cashiering | * Verifying Renewal contracts | * Group & Membership information |
| * Multi-line phones | * Multi-task oriented | * Typing Proposals & Summary of Coverage's |
| * Filing | * Microsoft Word | * Dependable/Flexible |
| * Ten Key | * Microsoft Excel | * Broker & Group Admin Contact |
| * Correspondence and Special requests | * Collections | |

EXPERIENCE

URM INSURANCE AGENCY, Inc Spokane, WA

11/04-Current

Account Executive

Responsible for clients renewal of personal lines & commercial Insurance. Update applications, contact insurance carrier & broker for quote and negotiate premium if needed. Process proposals for customer's renewal. Agency bill for premium, process summary of coverage, binders, finance agreements, certificates, all types of documents and letters to clients. Process & submit liability claims for third party. Process endorsements for coverage changes. Collect on past due accounts. Filing and process incoming correspondence or inquiries, verify eligibility for members STD/LTD, AD&D benefits. Using Microsoft Word and Excel spreadsheets, great computer and phone skills.

PREMERA BLUE CROSS, Spokane, WA

08/02-11/04

Billing Specialist

Responsible for group billing and reconciling cash, input data for membership enrollment and termination accuracy. Filing verifying contracts and group information phone contact with broker, group administration and subscribers. Providing excellent customer service. Using Microsoft Word and Excel spreadsheets, handling business correspondence and returned mail.

AVISTA ADVANTAGE, Spokane, WA

12/99-06/02

Account Management/Billing Specialist

Responsible for consolidating utility bills for review & approval. Client and utility contact, prepare invoices including adjustments where needed. Account and vendor set up and extensive data entry and 10-key by touch. Responsible for A/R, A/P, & providing excellent customer service, answering multi-line phones.

REFERENCES

Heather Wyer
1102 W Bismark
Spokane, WA 99205
(509) 328-8938

Cheryl Haynes
25515 N Sands Rd
Chattaroy, WA 99003
(509) 238-2954

Laura Jones
8227 W Burroughs Rd
Deer Park, WA 99006
(509) 276-1699