

BPO TEAM LEADER

Summary

Seeking to provide top-quality support to ensure a competitive advantage in the global marketplace.

Accomplishments

Recognized for playing an instrumental role in exceeding company expectations for turn around time during 4th quarter at 95% in 4 days. Achieved a strong relationship with agents/sales of company partners in exceeding groups expectation of service, and increased sales relations.

Experience

BPO Team Leader 02/2015 to 02/2017 Company Name City , State

- Managed and motivate BPO Onboarding Team to meet team goals
- Auditor of documentation and group implementation.
- Interact with PPO Network management, clients, agents and sales
- Executed and met project deadlines
- Strong sense of urgency; able to resolve escalated issues immediately.
- Developed and executed implementation workflow/processes.
- Maintain 95% within 4 days TAT for implementation of groups, 5% above agreement with client.
- Manage over 3000 clients and brokers.

BPO Implementation Specialist 05/2013 to 02/2015 Company Name City , State

- Infrastructure for O drive and folders.
- Developed a more efficient system for emails/BPO Workflow and manual
- Enhanced and improved maintenance of agent/group information with DW (Data Warehouse program)
- Assistant to Account management team and VP of Administration.

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Re-pricing Coordinator 06/2009 to 06/2013 Company Name City , State

- Re-pricing of HCFA and UB's claims. Developed relationships with PPO network management vendors: Select Health Partners, Encore, Multiplan, Medicare, DHS and Aetna claims.
- Correspond with Examiners regarding status of RRT referrals.
- Solely responsible for all Aetna claims, 30,000 lives. Implemented workflow and first manual of Aetna process.
- Improved and decreased errors with auditing process
- Verification of Provider/Facility PPO status.

Administrative Assistant/HR Assistant 04/2004 to 04/2009 Company Name City , State

- EZ-Movers - Long Distance Dispatcher Assistant.
- Long Distance scheduling of drivers/trucks.
- Administrative paperwork for pickup and delivery.
- Data entry of information of customers.
- Spreadsheet upkeep of scheduled deliveries.
- Interact with customers and drivers in regards to pickups/deliveries and/or payments.
- Rainbow Hospice - Receptionist.
- Front desk duties.
- Incoming and outgoing faxes.
- Assist PCM, Clinical secretary, RN, Social workers.
- Handle all incoming calls, to both main office and ARK location.
- Process all faxes accordingly.
- Keep accurate track of overnight calls, and team faxes.
- General Administrative duties.
- Answering phones.
- Processing invoices.
- Data entry of all purchase orders, using scanning system, batch invoices and close file.
- AS400 used.

Administrative Assistant II/HR Coordinator 08/2002 to 01/2004 Company Name City , State

- Assist management in coordination of organizational administration activities (performance review, cost center updates, customer issues) and within scope of authority, resolve problems and issues independently and proactively.
- Responsible for the daily operations of the field office, assuring employees were up to date with pertinent information; work closely with the Office of Building in any issues.
- Prepare and process, submit reports, timekeeping and other payroll and business operations processes; train staff or management on timekeeping and other administrative processes.

- Expense reports submission.
- Review; approve all invoices/billing for process.
- Submission of checks for payments.
- Utilize SAP program
- Assist management in special projects.
- Attend meetings, seminars and record notes or provide information when needed.
- Schedule and coordinate meetings, conferences, travel arrangements and maintain group or manager's business calendar.
- Manage the process of on-board additions/transfers to staff to assist the manger in ensuring a smooth transition.
- Responsible for the day to day coordination and routine administration with LAN activities for field office.
- Interface with internal and external contacts regarding business unit administration issues and concerns.
- Demonstrate the ability to organize and balance the responsibilities of budget control (travel, supplies, invoice processing).
- Excellent interpersonal skills, with the ability to interact with internal/external business partners and staff at all levels.
- Excellent organizational skills to prioritize and coordinate multiple tasks.

Education

Producers License : Life and Health 2013 Kaplan City , State

B.A : Business Administration 2018 Kaplan University City , State

Associate of Science : Business Administration 1992 Northwestern Business College City , State Business Administration

Pastoral Counseling 2014 New Hope Counseling School City , State

B.A. (nonaccredited) : Ministry and Biblical Studies 2014 International School of Ministry City , State

Skills

Administrative duties: • Active Learning, Calendaring, Client Relations, Computer Proficiency, Coordination, Creative Problem Solving, Critical Thinking, Customer Needs Assessment, Customer Service, • Data Entry, Documentation, Email, Executive Management Support, Filing, Grammar, Internet Research, Letters and Memos, • Multi-Task Management, Organizational Skills, Prioritization, • Scheduling, Service Orientation, Telephone Skills, Time Management, Travel Arrangements, • Type • 85 WPM, Typing, Vendor Management, Documentation auditor. • Hospice Assistant, Human Resources assistant. • Invoice processing, • Order entry, • Re-pricing of claims, Receptionist, Recruiting and trainer. • **People skills** : great • enthusiastic people person, advanced problem-solving, great organizational skills. • **Computer skills:** • MS Office, Data entry, RIMS, SAP, Outlook, Data Warehouse Maintenance, Provider Maintenance Microsoft Excel, Microsoft Office Suite, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word.