

Ala Johnson

Provider Service Representative

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I am a hardworking, dependable individual with the ability to adapt to all environments and personalities. I take pride in being punctual, providing excellent customer service, and demonstrating my many and varied competencies. I am hoping to obtain a full time position where I may execute my skills and training and develop myself for future growth.

WORK EXPERIENCE

Provider Service Representative

Access Dental Services - Sacramento, CA - 2016-02 - 2017-03

Answered incoming calls assisted providers with enrollment, credentialing, and office verification. Processed and responded to incoming emails and fax, scanned documents to Data entry team in India. Generated, printed and mailed reports, recruitment packets, welcome letters, and mini rosters. Placed outgoing calls to in network providers to survey appointment dates assuring office is in compliance.

Provider Administrative Specialist

Delta Dental - Sacramento, CA - 2015-11 - 2016-02

Process claims addressing tax identification number and/or demographic conflicts. Research and resolve data discrepancies. Handle escalated calls from client groups and communicate with dental offices. Resolve tax form 1099 discrepancies with provider offices and verify information within the Internal Revenue Service database. Compile utilization and other various reports. Update information requested by dental offices which are received by facsimiles and e-mail. Screen provider enrollment packages for accuracy and identify and request missing information. Assist with system testing. Perform additional duties as required.

Customer Relations Specialist

Big Brothers - Sacramento, CA - 2014-07 - 2015-09

Ensure volunteers receive an engaging, positive and personalized telephone sales response promoting Big Brothers, Big Sisters programs (BBBS). Facilitate the volunteer enrollment process. Identify and eliminate barriers interfering with the volunteer enrollment process including determining point of contacts, obtaining preliminary contact information, and scheduling enrollment interviews within prescribed time frames. Advertise and distribute tickets donated to BBBS to matched volunteers and families. Schedule conference rooms, print manuals, and send confirmation notifications to Parent/Guardians for safety orientations. Provide forms and program information as needed to volunteers, families, and school administrators. Collaborate with other service delivery units to ensure smooth transition among various functions. Respond to volunteer and parental calls regarding enrollment status for themselves or their children. Track and maintain recurring contact with potential volunteers and families who have not yet begun the enrollment process.

Customer Relations Specialist

Big Brothers - Sacramento, CA - 2014-07 - 2015-09

Receive inbound and place outbound calls to collect data and place pledges for the Public Broadcasting Service. Provide afterhours answering services for companies such as Gold Water Law Firm, Taxaudit.com, Freedom Disability, UNIQLO, Seminar Edge, UberX, and E-financial. Communicate customer questions to

companies regarding qualification or account issues. Place online orders, check inventory, and provide customer account statuses.

ACT Today/AT&T

Senior Support Specialist

Sacramento, CA

Maintain extensive knowledge of all AT&T products accessories, pricing plans, promotions and services features. Contact previous AT&T customers to offer information on current and relevant products and services available. Provide excellent internal and external customer service. Finalize customer orders, contracts and warranties. Train, coach, and provide support to other AT&T customer support agents.

Administrative Assistant, Part-time Volunteer

Big Brothers - Sacramento, CA - 2012-05 - 2014-07

Greet visitors and answer incoming calls directing them to appropriate staff. Obtain preliminary contact information from potential volunteers and families interested in enrolling into programs. Conduct web-based follow-up contacts with prospective volunteers to solicit involvement. Create letters and memorandums. Send correspondence, forms, and program information to volunteers, families and school administrators.

EDUCATION

General Education Coursework

Sacramento City College

Present

College Preparatory

Sacramento Charter High School

2008