

DIEGO A LOPEZ

381 S Ames St Apt 201G | Lakewood, CO | 719-452-1674

OBJECTIVE

To go above and beyond the call to provide excellent and thorough service as it pertains to the position.

EXPERIENCE

Anthem Blue Cross Blue Shield

Member Services Representative | NOV 2016 – JUN 2018

- Provided customer service and support for Anthem Blue Cross Blue Shield Insurance members as needed. Tasks ranged from ordering prescriptions, locating primary and specialty physicians as well as submit prior authorization requests for surgeries, prescriptions and medical equipment. Sent out membership cards per request and processed premium payments for members.

Comcast

Customer Loyalty Representative | MAY 2014 – OCT 2016

- Assisted customers with lowering their monthly bill as well as setting up trouble calls and processing credits and adjustments. Processed cancellations as well as seasonal holds and move transfers for customers wanting to set up services at new moving addresses.

Current Factory Outlet

Member Services Representative | SEP 2013 – APR 2014

- Took catalog orders over the phone for Lillian Vernon customers wanting to place orders for various items. Processed resends, returns and payments as well as handled billing and other customer service inquiries.

EDUCATION

Completed high school at Thomas B. Doherty High School, Colorado Springs, CO, May 2007, Diploma

Completed first year at Pikes Peak Community College. Studied Sports and Entertainment Marketing and Business Admin.

AWARDS AND ACKNOWLEDGEMENTS

- Selected for State Tournament in DECA program 2007
- Traveled to St. Louis, MO as a subject matter expert to assist contractors for Anthem Blue Cross Blue Shield as they opened a new site. Assisted in compiling training material and processes to train new hires on the daily job functions involved with the position.
- Awarded several achievement certificates for completing certification to train and assist new hires as it pertained to the customer care position.
- Assisted in testing software for development to improve the process of day to day functions.