

Eurona Roberts

Authorization Representative - Direct Energy/Home Warranty of America

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773-946-6509

Work Experience

Authorization Representative

Direct Energy/Home Warranty of America - Buffalo Grove, IL

January 2017 to Present

Inbound call environment from service providers and external customers nationwide receiving Receive service provider repair info, record in claim notes and provide coverage/repair decision. Selling, cross-selling and renewing products and services

- Facilitating the scheduling of service appointments between service providers and customers in a timely, professional manner.
- Negotiating pricing on covered claims, review and process claims to determine eligibility and making a final decision
- Provide a resolution to service provider and customer concerns, deescalate claims, in a professional, courteous and clear demeanor.
- Responsible for establishing rapport with service providers and new and existing customers

Machine Operator

Flextronics - Buffalo Grove, IL

October 2014 to December 2016

- Maintaining a clean, neat and organized area. Keep equipment properly running.
- Working with heavy, computer operated machinery from setup to operation
- Properly dispose of scrap pieces
- Following regulations, safety guidelines and company procedures and performing routine maintenance to make sure the equipment is at full capacity

Customer Service Rep

Groupon - Chicago, IL

August 2011 to March 2014

Providing prompt and courteous service to customers and always cheerful and professional demeanor. Mastering efficient and professional motor skills

- Providing customers their shipping information along with receiving their personal information to complete sales.
- Identify need to sell, cross-sell, and renew Groupon products and services, as directed.
- Enlisting postal service providers to perform pick up and drop off on customers products that must be delivered to their homes in a fashionable about of time

Education

Certification

Everest College - Skokie, IL
September 2006 to May 2007

Skills

copy machine, CPT, filing, ICD, ICD-9

Additional Information

SKILLS

phone management (multiple lines), PDA handling, fax machine, copy machine, vista, windows 7, Microsoft word, power point, charting & filing, medical terminology, ICD-9/CPT