

JACI ROSAS
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Professional Qualifications:

A successful business professional with over 25+ years in consumer finance, sales, residential mortgage title, and medical claims specialist. I have excelled in these positions and have been named top producer on several occasions.

SKILLS:

- Title closer for residential Mortgage Specialist
- Auto Loan Underwriter and Specialist Development
- Telemarketing
- Medical Claim Specialist Business
- Customer Service Call Center
- Sales Performance/Business
- Medicare Claim Specialist
- Business Analyst for Business to Business

Excellent Communication Skills
Service recognition
Fast learner and adapt accordingly
resolution

Superior Customer
Seasoned in conflict

Experience:

Jun- Present UNITED HEALTH CARE
2018- Present
Customer Service Representative/Claims Specialist/Self Funded Insurance:
High volume call center, Knowledge of applicable products/service benefits plans disability, COBRA, Process all claims for provider and members, Explain Self Funded Insurance.

Dec Nov KAISER PERMANENTE
2011-2017
Customer Service Representative/Claims Specialist/Medicare Specialist:
High volume call center. Participated in open enrollment, member information pertaining to their benefits, handled large influx of incoming calls from providers and from physicians along with insureds. Expert at handling conflict

and coming up with a resolution to the provider and for Kaiser. Active Specialist for Medicare members.

- **Was recognized on several different incidents for outstanding service awards**

Jan Nov IBM
2008-2017

Sales to Sales Business/Liaison

Translated contracts for business partners and internally for management. Highlighted benefits and legalities of contract. Utilized my interpersonal skills within the organization and outside the company. Team lead responsible for reporting the final numbers monthly as well on an annual basis.

Jan Dec AMERICAN SPECIALTY LENDING
2004- 2007

National Sales Manager

Responsibilities include: Recruiting talented Sales Agents, also telemarketing for National Brokers, fast paced environment with technical sales skills along with windows experience. We were a national lender signing up brokers to do business with our company.

- **Recognized as Top Sales Manager in the year 2005 and 2006**

Nov Dec TRANSNATION TITLE COMPANY
1998- 2003

Title Closer

Responsible for recruiting clients to close their business with me and my company. Organize the file for closing either for a purchase/sale or a refinance. All closings gathered documentation for final numbers. This included utility bills/water bills/HOA annual and monthly invoices/payoffs on any outstanding liens. Executed excellent written and verbal communication skills. Closed 8-14 deals a day in a fast paced, energetic environment.

Apr Nov BELLCO CREDIT UNION
1993-1998

Business Development Specialist

Build market position by locating, developing, defining, negotiating, and closing business relationships in my defined geographical area. Cold calling to arrange meetings with potential customers to prospect for new business; Gaining a clear understanding of customers' businesses and requirements; attending team meetings and sharing best practices

REFERENCES ARE AVAILABLE UPON REQUEST

