

James Mitchell

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- To Provide quality communications in Customer Relations
- Expedite Products using Company Software & Inter-company Resources
- Building a Positive Customer Rapport
- Analyze Company Orders/Invoices to maximize Sales Force and ensure the delivery & Accountability of Goods and Services.

Work Experience

Customer Care Representative I

Elevance Health (Anthem Companies, Inc) - Loveland, CO

December 2021 to July 2022

- Responsible for answering Large Group, Small Group, Independent customer inquiry and educated customers with detailed information relevant to procedures codes and authorizations.
- Using all resources to provide high level of communication and finalizing member enrollment of providers and medical groups.
- Administered claim concerns and follow up to assure end results of inquiries are met.
- Serviced customer's policy and direct calls to sales agents when a policy needs to be enrolled or upgraded.
- Provided problem resolution, policy coverage review to providers and members.

Appointment Sales

SunRun Installation Services - San Jose, CA

September 2021 to November 2021

- Initiated high volume appointment setting for home consultation for solar panel specialists
- Engaged and advised customers on the benefits of going solar and setting up in-home or a virtual at no-cost consultations.

BioTelemetry INR Representative

Biotelemetry/Cardionet a Philips Company - Malvern, PA

September 2020 to September 2021

- Manage large inbound and outbound calls communicating scripts and handling different topics acted as liaison between customer service and various INR departments and emailed for patients to ensure that the appropriate information has been obtained for insurance and billing.
- Handle patients resources and administrative department inquiries.
- Communicating with company reimbursement services department and billing.
- Drafting emails for patients to various departments relative to patient concerns.
- Adhere to HIPAA guidelines
- Enter patient information into a HIPPA customer information system
- Ensuring customer satisfaction and assisting them with issues and concerns related to their health
- Developed the knowledge of customers needs to improve their satisfaction

- Became educated in company guidelines and processes to ensure a clean order to ensure all documents are appropriate and complete with information

Reservation Agent/Customer Service

Crowne Plaza Hotel - Burlingame, CA

January 2020 to April 2020

Furloughed April 2020

- Checked in guests upon arrival
- Managed in house client requests and room service calls
- Answered inquiring information about airport amenities and any helpful travel information

Accounting Clerk/ Administrator

Office Team/Roberthalf - San Mateo, CA

September 2018 to September 2019

Office Team Division -

San Mateo, Ca.

- Responsible for auditing home health-aide invoices and purchase orders
- Monitored changes and communicated back to vendors upon completion
- Assisting in equalizing the accounts payable and purchase order data files and accounting platforms using Microsoft and Oracle software.
- Generated purchase order transactions of services issued and authorized service at a specified contracted price.
- Generated Invoices of services delivered and reconciliation of completed purchase orders.
- Purchase order entry of shipped goods supplies; verifying bill of lading; and completing daily auditing of shipping registers using Sales Force
- Dispatching calls and issuing public requests to public works maintenance teams. Reporting directly to the Deputy public works manager. Data entry of payable invoices and purchase orders.
- Responsible for assisting business with their license application and computation of fees.
- Accounting functions and answering inquiries and facilitating the approval of planning building permits and business licenses.
- Created invoices submits invoices to customers. Maintained and updated business files, including new business changes, mergers, or mailing attentions.

Customer Service Representative / Ultimate Choice Representative

Hertz, San Francisco Airport Car Rental Center - San Francisco, CA

August 2012 to September 2017

- Verified online rental reservations and contract services for the selection of high end prestige vehicle brand
- Effectively communicated with sales Management and the appropriate departments for the sales operation and vehicle rental availability.
- Effectively communicated with customers for current reservation and reservation changes, ensured that customer will be given updated agreement of exchanges and adjustments. Provided swift following up calls to maintain customer satisfaction and future reservation a vehicle's ready for pickup at the airport.
- Scheduled reservations for customers
- Maintained up-to-date knowledge of customer accounts
- Explained products and benefits

- Operated the cash drawer
- Confirmed payments, refunds, etc.
- Resolved payment and order disputes
- Provided excellent technical support

Education

HIPPA Certified in Medical Admission

Allied Health - Scranton, PA
2012 to 2013

De Anza Junior College in Certificate in Strategic Planning Computer Aided Design (CAD)

De Anza Junior College - Cupertino, CA
September 1986 to August 1988

Skills

- Marketing
- Payroll
- Auditing (10+ years)
- Typing
- Microsoft Excel (10+ years)
- Microsoft Word
- Salesforce (5 years)
- English
- Database administration (10+ years)
- Microsoft Outlook
- Accounting (10+ years)
- Time management
- Dispatching
- Account management (10+ years)
- Organizational skills
- Guest relations
- Maintenance
- Technical support
- Customer service
- General ledger reconciliation
- Microsoft Dynamics GP (10+ years)
- Order entry
- Cold calling (7 years)
- Office manager experience

- Administrative experience (10+ years)
- Financial services (10+ years)
- Data entry (10+ years)
- Accounts payable
- Human resources
- Sage (7 years)
- Sales management
- General ledger accounting
- HIPAA (7 years)
- Accounts receivable
- Oracle (10+ years)
- Sales
- Microsoft Powerpoint (4 years)
- Microsoft Office
- Clerical experience (10+ years)
- Direct sales
- Communication skills
- Customer relationship management
- Order fulfillment (7 years)
- Computer skills (10+ years)
- Account Reconciliation (10+ years)
- SAP
- Journal Entries
- Bank Reconciliation

Certifications and Licenses

Driver's License