

Pattie Benson

Legal Healthcare Collections Representative - BC Services

Longmont, CO

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9707865873

Twenty plus years of exceptional and professional customer service experience within successful organizations 8 of them being within collection companies. Being a reliable team member with an energetic attitude has provided growth and longevity in my career. Producing the highest level of quality work, in an efficient manner is a characteristic to be expected with me on your team. Extremely quick study, with the enthusiasm to increase my knowledge through building positive relationships that help accomplish goals.

Work Experience

Legal Healthcare Collections Representative

BC Services - Longmont, CO

March 2012 to March 2018

Highly skilled in gathering, compiling, and maintaining basic credit information including, customer sales tax exemption certificates.

- ❖ In-depth knowledge of handling payment arrangements for customers.
- ❖ Self-motivated with the ability to interface well with internal and external customers.
- ❖ Proven record of contacting customers about delinquent payments and preparing reports reflecting class of credit and collection activity.
- ❖ Demonstrated ability to exercise independent judgment in obtaining payments.
- ❖ Documented success during 3 years of progressive experience and responsibility.
- ❖ Substantial knowledge of responding to a high volume of phone calls.

Credit Collections Representative

Superior Debt Services - Fort Collins, CO

August 2008 to December 2010

Received incoming telephone calls and gave professional customer service help to customers about questions on delinquent accounts for all lines of insurance.

- ❖ Documented consumer contacts on system(s) of record.
- ❖ Processed some currency postings and generated some invoices to clientele Reviewed accounts, decided cancellation status and processed in keeping with departmental procedures.
- ❖ Identified, initiated, and facilitated resolution of customer issues.
- ❖ Negotiated payment arrangements on past owing receivables.

Claims adjuster

Wawanesa Insurance - San Diego, CA

November 2001 to April 2008

Handled property and casualty claims, coverage questions and disputed losses.

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Obtained recorded statements and police reports, scene investigations and damage appraisals to determine liability.

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Negotiated settlements and was responsible for making all property damage payments.

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Worked directly with an underwriting unit to resolve coverage issues including; excluded drivers, lapse in payment, and driver questions.

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Responsible for first contact with all parties involved in order to obtain time sensitive information.

Made payments to vendors, adjusters, body shops and any other involved parties.

Set up inspections for body shops, tow yards and residences.

Acted as liason between client and insurance companies for accuracy of claims handling.

Demonstrated 100% closure on all claim files monthly.

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Accounts Payable, Vendor maintenance.

Education

INS 21, 22, 23, 25

Introduction To Insurance - San Diego, CA
2003 to 2005

Grossmont Cuyamaca College
2001

Property and casualty license

Denver, CO

Certifications/Licenses

Property and Casualty License

Additional Information

Special skills

- ❖ Outstanding Problem solving customer service skills
- ❖ Excellent attention to detail and superb follow up skills
- ❖ Basic mathematical background
- ❖ Ability to work efficiently with time private information.