

walkin

commute-✓
pay-✓
shift-✓
ds/dg-✓
in - open
enviro-✓

[ecconing
tree
lead gen]

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OBJECTIVES

I am looking for a permanent, "perfect fit" in an office/clerical setting with weekly pay and retirement benefits. I am now a Life, Health and Accident Insurance Producer for the states of Missouri and Kansas. I am seeking growth potential within a company while helping others in a caring environment.

EMPLOYMENT

10/16/2017-12/13/2017- Contract position (temporary) with BCI, Benefits Communications Insourcing Inbound call center, Telephony, assisted employees with live enrollment into CORE health benefits through ENSIGN, scheduled appointments for callbacks from licensed GA producers to assist enrollment into VB(voluntary benefits), utilized Google docs live, Excel spreadsheet and live calendar, voice stamp scripting, CRM

05/2017-10/2017- I worked as a licensed Life, Health and Accident Producer in the states of Missouri and Kansas, and was employed by Oldham Midwest Insurance Agency in Grandview, MO. (American Income Life™). My duties as a Producer were to:

- Schedule appointments with union members by phone*
- Travel to homes and meet with each family individually.*
- Deliver no-cost benefits to the family /collect referrals for family and union members*
- Give a thorough presentation for enrollment into the program*
- Enroll union clients into Life/Accident/Hospital supplemental insurance*
- Complete insurance applications according to underwriting procedural guidelines*
- Process oral swabs for testing with MIB.*

2/2017- 4/2017- Employed by QPS TEMPS in Kansas City, Kansas with data entry experience in convention registration using Microsoft Office 365/2013. I am computer savvy.

06/2015-08/2015 - Clerk at Casey's General Store in Warsaw, MO., as a cook and cashier/stockperson.

08/2014- 05/2016- Full -time online student at State Fair College in Sedalia, MO., pursuing an Associate's degree in Arts and Applied Science focused on Health Information Technology.

09/2009-01/2010- CNA at Warsaw Health and Rehab, providing geriatric daily care to residents

02/2006-07/2009- Home Healthcare Provider for the state of Nebraska assisting the elderly or disabled with daily living activities: cooking, bathing, shopping and transportation.

10/1996 - 09/1998- Employed by AT&T as a CSR at an inbound call center in Kansas City, MO, taking in bound calls from patrons regarding calling card enrollments, complaints, errors, and issues with their accounts. I resolved client issues in a timely manner, while making detailed notations to patron's accounts during our conversation to ensure customer satisfaction.

Small here a like light industry call center

SKILL HIGHLIGHTS

Insurance production for MO and KS-Currently Licensed

Microsoft Office 365, 2013

Extensive knowledge of HIPPA guidelines

Strong work ethic

Attention to detail

CSR in bound call center/2.5 yrs exp

CRM

Voice Stamp

Telephony

Google Docs Live

Scripting

Appointment Setting

Cold Lead call

INTERESTS

Insurance/Clerical/Office

Event Staff/Registrar

Electronic Freight

Inventory

Appointment Setting

Light Industrial

HIM/HIT entry level opportunity

Data entry

EDUCATION

2014-2016- State Fair Community College/ Sedalia, Missouri/ Online Study/AAS, HIM/HIT

I am a future member of AHIMA. I am a second year student from State Fair Community College(currently I am not enrolled), seeking to further my education in HIM/HIT (Health Information Management Technology) to obtain an Associate's degree in Arts and Applied Science focusing on HIM/HIT. My dream is to author educational materials for college students.

My classroom studies include:

ICD-10 Coding, interpreting and writing definitive notations into patient records, as described by attending physicians, including diagnoses, error corrections and medication interactions

Medical Language terminology: all aspects of the Human Body

HIPPA compliance in confidentiality law

Pharmacology

Thank you for your consideration. I look forward to meeting you.

Sincerely,

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