

Sara Ethridge

Johnstown, CO

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Medicare Customer Service Representative

Florida Blue (Blue Cross and Blue Shield of Florida) - Jacksonville, FL

July 2017 to Present

Call center environment. Billing, membership maintenance, first call resolution. Certified Medicare specialist. Able to work in high call volume environment, participated in universal training on multiple software systems for excellent customer satisfaction. Meets CMS and HIPAA guidelines. Trained in Medicare advantage, supplement and PDP.

Claims and benefits trained Feb 2019 - working with members on verifying benefits and going through claims process and how benefits apply.

Customer Service Representative

We Insure - Jacksonville, FL

April 2015 to January 2017

- Worked one-on-one with customers to make changes/payments or answered questions about their policies. Could push out underwriting memos/cancellations/endorsements on top of balancing phone calls. Took high volumes of phone calls a day and could push out over 100 documents a day. Made out-bound calls to insured's in regards to an issue on their policy and could get it handled in a timely manner. Worked with agents to save policies if they were non-renewing or cancelling. Worked with management to have easy access to documents that could help when a CSR was struggling with a specific task that they did not have experience with prior.

Cashier

TigerDirect.com - Jacksonville, FL

October 2012 to April 2014

- Worked with customers one on one to sell them product that they were in search of. Pushed sales to add accessories and warranties on specific items (i.e computers, tv's etc.). Also, ran registers and could maintain keeping the check-out line small and moving customers through in a timely manner. Helped the warehouse workers stock shelves and put out new product. Consistently pushed out extended warranties on product for extra commission.

Education

Business Administration and Management

Saint Leo University SLU - Tampa, FL
2013 to 2014

Diploma in General Studies

N. Myrtle Beach High School - Little River, SC
2006 to 2010

Skills

MS Office (5 years), Call Center (4 years), Data (2 years), Customer Service Skills (5 years), Customer Care (5 years), Customer Service, CSR (5 years), Customer Support

Awards

Employee of the Month

November 2016

Recognition certificate

August 2016

Recognition Certificate

September 2016

Recognition Certificate

December 2016

World Class Performer

2018

Meet 100% audit and customer satisfaction scores

Certifications/Licenses

4-40 Customer Service License for Insurance

June 2016 to June 2018

Seniors Business Unit/Claims & Benefits Training

February 2019 to Present

Additional Information

CUSTOMER SERVICE

· Working with clients on a personal level to figure out their needs and wants with the specific product they were in search of. Expediting memos and other documentation that would result in a change to a client's policy. Ability to remain calm in a stressful environment. Ability to calm a customer down if they are upset. Excellent phone etiquette and interpersonal skills.

COMMUNICATION

- The ability to work together as a team. Inputting ideas to management to make the team stronger and customers happy. Ability to assist co-workers when they are struggling with certain types of issues that have been dealt with before. Ability to train and motivate co-workers to work hard and learn.

LEADERSHIP

- Held team lead positions and could run a small department that was the “middle-man” for customer service. Worked side-by-side with management for training and printing out documents that gave step by step on how to do a specific task.