

Sarah Freeman

Customer Service Representative, Team Lead, SME - Optum Company

Broomfield, CO

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Authorized to work in the US for any employer

Work Experience

Customer Service Representative, Team Lead, SME

Optum Company - Centennial, CO

Centennial, CO (One of the leading business services, partnering with the health care industry)

Customer Service Representative, Team Lead, SME 9/2013 to Present

- Respond to inbound pharmacy/customer calls
- Perform duties related to the resolution of adjudicated prescription claims with regards to member eligibility, benefit parameters applied, determination of prior authorization or overrides and exceptions in the system
- Functions as a primary resource in handling pharmacy/ pharmacist contacts via telephone calls ranging from routine to complex, regarding insurance authorization, benefits, claims and general assistance
- Must complete calls exceptionally, accurately, and in a professional manner.
- Assist in answering complex questions
- Provide additional coaching to others that need help reaching client metrics

Teachers Assistant

Sunshine House - Aurora, CO

- Responsible for observing and monitoring student activity at all times
- Involves working with students and instructors to provide an optimal learning environment
- Maintaining the health and well-being of the children under my supervision, whether that's preparing healthy meals, light cleaning or dealing with minor injuries.
- Assisting with duties that may include keeping medical records, attendance rosters, as well as contacting parents in the event of a serious injury or disciplinary issue.

Financial Service Specialist

Nordstrom Bank - Centennial, CO

I currently work for Nordstrom as a financial specialist. My everyday tasks are to answer the phones in a efficient and courteous manner. I'm responsible for listening to the customers needs when it comes to the credit card they are using. Calls tend to consist of payments, rewards, information about our products etc. I take pride in answering my customer needs and resolving them in a manner where both of us is left smiling.

Education

Diploma

Lincoln County High School - Eureka, MT

Additional Information

- Citrix
- RxClaims
- WebEx
- IEX (scheduling)

Intermediate In:

- Microsoft Word
- Microsoft Excel
- Kronos (time keeping)