

# Shanetta Rose

Westminster, CO

[shanettarose9\\_ezm@indeedemail.com](mailto:shanettarose9_ezm@indeedemail.com)

3035230461

I can be considered an asset to any employer due to my people skills and self motivation. I am not easily irritated and I work extremely well with others. I am excellent at handling high call volumes, superior customer service skills, an excellent typist, and computer literate. I am in pursuit of employment to assist me in reaching my goals. I am loyal, punctual and eager to become an integral member of your team.

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

BroadPath Healthcare Solutions - Miami, FL

January 2019 to September 2019

Handle inbound calls for Dominion Dental. Assisting members with plan benefits, ordering ID cards and paying premiums. Give claims information to members and providers. Sent claims back for review and reprocessing

### **MSR II**

Molina Healthcare - Doral, FL

October 2017 to June 2018

Handle inbound calls for providers from six states

Go over billing of claims

Send claims back for review and reprocessing

Give Appeal status For claims

### **Advocate**

EmblemHealth - Hollywood, FL

August 2016 to April 2017

Handle inbound calls from members. Give claim information. Send claims back for review and reprocessing. Issuing ID cards, changing of PCP. Taking payments for premiums. Closing of accounts.

### **Assistance Coordinator**

ROAD AMERICA a MAPFRE Company - Doral, FL

March 2016 to August 2016

Responsibilities

Take inbound calls from customers that may need a tire change, jumpstart or tow. Then dispatch the call to a local towing company to assist the customer. Take payment for the service provided.

### **Claims Processor**

UnitedHealth Group - Miami, FL

October 2015 to January 2016

## Responsibilities

Process Hospital claims for Untied Health group Medicaid holders.

### **Supervisor/Manager**

Inktel Contact Center Solutions - Miami Lakes, FL

February 2013 to October 2015

Handle escalated calls from customers to resolve issues.

Assist with the development of strategies to increase overall productivity

Coordinates meets, focus groups and coaching to improve performance

### **Enumerator**

U.S. Census - Miami, FL

April 2010 to August 2010

Enumerator

Duties- Go door to door to conduct interviews to collect information that was incomplete on the 2010 Census Forms.

### **Customer Service / General Office**

Aleve Insurance - Miami, FL

September 2007 to May 2008

Duties - Worked alongside other individual in the company to perform general office tasks such as: answering phones, light book-keeping & data entry. Worked to resolves customer concerns using a specialized database system customized for Aleve's particular need.

### **Customer Service Rep**

Precision Response Corporation - Miami, FL

March 2007 to April 2008

Customer Service Duties - Resolving customer concerns in an inbound call center setting, utilizing a database system to retrieve customer information and make notations, processing payments, and customer accounts.

## Education

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### **GED in GED**

Lindsey Hopkins Technical Education Center - Miami, FL

November 2004 to November 2004

## Skills

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- Call Center
- Customer Care
- Customer Service
- CSR
- Customer Support