

Tami M. Aamodt
720-550-9681
tamiaamodt@gmail.com

Relevant Experience

Computer Knowledge

Operating Systems - UNIX, MS-DOS, VAX-VMS, O/S 2, Novell Netware 4 & 5, Windows 3.1, Windows95, Windows98, WindowsNT, Windows2000, WindowsXP, Windows7
Applications/Software - MS Office '97, Office 2000, Office 2010, Excel, Word Perfect, MS Project, Utilities, CRM/ERP. PeopleSoft, SAP, NetSuite, Lotus SmartSuite, various Anti-virus programs, Outlook, Lotus Notes, GroupWise, Remedy Action Management, Clarify, Primus, VNC, Aspect, PC Anywhere, Hyperterminal, Dial-up, ProComm+, Proprietary Databases, Access, Sybase, Informix, some Web page development, ADP, Great Plains, SAP, Oracle, Peachtree, Quicken, Quickbooks, Platinum, Avaya, Phoenix database.

Administrative skills

Special projects included - Y2K, Inventory, Access databases and Intra/Internet web site database. Excel spreadsheets, Analysis of various data for reporting. Accounting, Bookkeeper, General Ledger, P&L, AR/AP, Purchasing, CRM/ERP, SAP, Answered phones, dispatch, account manager, PBX, mail distribution, delegated calls, generated purchase orders, coded invoices, scheduled meeting, ordered lunches, faxed documents, vendor relations, produced office documents, memos, inventoried supplies and licenses, collated documents, scheduled travel, received shipments, investigated irregularities, problem resolution, troubleshooting, reporting, ad-hoc reports, research, tracking shipments, designed charts, budgeting, multi-tasking, general office equipment

Employment History

April 2018 - Current **Home Advisor Business Customer Care Representative** - Golden, Call Center Representative for home improvement professionals. I demonstrate excellent customer service in each interaction with the service professionals in the network. Providing accurate and prompt assistance with account information is a task on every call. Adhering to business metrics of performance levels at all times is required in the role.

January 2017 – October 2017 **Anthem Health Guide National Account Large Group Representative** – Anthem BC, Denver, Call Center Representative for health insurance. I have demonstrated a strong attention to detail in quoting benefits based on plan details and nuances. I daily performed claim analysis and advised on adjudication. I regularly have had interactions with other BCBS departments and plans nationwide to resolve complex issues. I filed Grievance and Appeals on claims for members when their claims process incorrectly I understand diagnosis coding and CPT coding with modifiers for correct billing and payment for services rendered. I have an extensive knowledge of HIPAA regulations. I have been commended on my caring, engaging, and aggressive issue resolution, receiving emails and monetary reward for my superlative service to members. I have excelled in my experience and knowledge, which my fellow colleagues recognize and come to me with questions and issues on a daily basis.

January 2016 – October 2016 **Customer Care Representative and Gateway Support Representative** – Elavon, Englewood, Colorado – Call Center for processing credit card transactions. I have demonstrated a strong attention to detail in handling credit card transactions in various systems. I was recognized as a top performer on a team of more than 20 people consistently. Performing Team Lead duties to assist the team and Supervisor was a daily task. I regularly interacted with other vendors for assisting customers in getting transactions accurately and efficiently entered. I have taken multiple courses in the financial industry successfully. I have assisted in training and mentoring colleagues and new agents during continued expansion. Excellence and ownership have been a motto in working with customers daily. Promotion to more advanced technical support on August 1 to expand my skills.

September 2014 - August 2015 **National Accounts Customer Care Representative** - Anthem BC, Denver, Colorado - Call Center Representative for health insurance. I have demonstrated a strong attention to detail in quoting benefits based on plan details and nuances. I have consistently received the most kudos on a team of about 30. I daily perform claim analysis and advised on adjudication. I regularly have interaction with other BCBS

departments and plans nationwide to resolve complex issues. I have an extensive knowledge of HIPAA regulations. I have been commended on my caring, engaging, and aggressive issue resolution, receiving emails and monetary reward for my superlative service to members. I have excelled in my experience and knowledge, which my fellow colleagues recognize and come to me with questions and issues on a daily basis.

January 2014 - March 2014 **Concierge** - Streffco Staffing, Lafayette, Colorado - Contract kiosk support with Kaiser Permanente. I provided in person education and assistance with the new technology implementation for member check in. I approached members frequently to offer my expertise when they were hesitant to engage with the technology. I initiated resolving technical issues that arose with the equipment when necessary in an expedient and professional capacity. I was the first point of contact for all members entering the facility and addressed issues as needed. Interacting with various departments and personnel to accomplish a spectacular customer experience was a necessity daily.

September 2012 - December 2013 **Customer Service Agent** - Adecco Staffing, Boulder, Colorado - Call Center Representative for Apple products. My daily tasks included answering customer calls and triage of hardware or software issues on all mobile devices Apple sells. I demonstrated an expert knowledge level in troubleshooting customer issues via phone and walking them step by step through resolution. The customer tickets were documented with detailed steps performed. I supported a wide diversity of products and people within the Asia Pacific region incorporating cultural and language barriers regularly.

November 2011 - August 2012 **Customer Service Agent** - Convergys USPS, Aurora, Colorado - Call Center Representative for US Postal Service. I specifically supported the US Postal customers with various issues presented daily via phone. Educating customers on the regulations and procedures involved in their situations was critical to my success in the role. I initiated interaction with local postal employees to address circumstances related to the facility and employees. I escalated to Postal Inspectors when needed to address investigational issues.

May 2011 - October 2011 **T1 Repair Support Agent** - Veriant Staffing, Denver, Colorado - Call Center Representative for Telecomm customers. I supported customers with T-1 issues and outages via phone and remote testing of systems to determine trouble in the lines or at various points along the line. I advised the field technicians related to installs and upgrades to existing infrastructure. I remotely addressed most issue with ISP customers to successfully resolve and restore functionality. Initiating interaction and coordination with vendors and telecomm personnel nationwide was required for expedient and efficient task completion daily was a responsibility I provided.

March 2009 - July 2010 **Cashier/Host Season's Buffet/Cage Cashier** - Lodge Casino, Blackhawk, Colorado I performed daily operations related to balancing my bank and documenting each transaction to reconcile closing with extreme accuracy. I managed the cash, coupons, credit cards, vouchers, comps, tips, chips and checks. While in the cage I also managed payouts and tax forms and regulations daily. I maintained a State regulated gaming license and followed all gaming rules and regulations to ensure compliance and adherence, as well as casino regulations and policies.

June 2007 - July 2008 **Field Technician** QualxServ --IBM, Boulder Colorado I was a remote assistant to System Administrators worldwide to address local and physical issues that required attention. I racked and mounted servers, power cycled servers, system administration on the server, installed patches or upgrades, assisted on critical situation calls, and any other issues that arose on site were my responsibility. We were a team of 2 who rotated 24X7 support and on-call functions at IBM in Boulder. I continued training on Apple hardware and software to receive certifications daily.

Education

1997 - 1998 **B.S.**, Computer Information Systems Management - Colorado Christian University, Lakewood, Colorado

1994 - 1997 **AAS** in Computer Information Systems and **Associates of General Studies** with emphasis in Business - Community College of Aurora, Aurora, Colorado

Academic Awards

Phi Theta Kappa - CCA 1995 - present

President's Honor Roll - Fall 1994, Summer 1995, Fall & Spring 1996

National Dean's List - 1996

Colorado Scholar - Spring 1995 - Spring 1997

Norwest Bank Scholarship - Fall 1996 & Spring 1997

