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**SUMMARY OF QUALIFICATIONS:** Self-starter and quick learner, Good customer-relations background Qualifications - Exceptional customer service - Honorable Discharge (US Air Force)

- Detailed oriented

-Multitasker

-Paralegal skills

-Over 10K key strokes in alpha numeric data entry

- Health insurance background **with Strong written & verbal communication skills**
- **Process documents for Health Home Rate Codes**
- **Strong problem-solving and analytical skills**
- **Detail oriented with exceptional follow-up skills**
- **Basic math skills**
- **Strong organization skills with the ability to work both independently and in a team environment; manage, prioritize and work on numerous projects at one time.**
- **Strong computer based technical skills including Outlook, Excel and Word and internet/web navigation, over 11K in numeric data entry**

### **Maryland Health Connection 03/01/2019**

**Enroll consumers in Medicaid and Qualified health plans, let consumer know about open enrollment time, informed what documents needed to have Medicaid confirm for consumer's eligibility and gave information about Medicare and Department of Social Services.**

### **24/7 for Walmart 10/01/2018-02/28/2018**

**customer service for Walmart pickup and delivery, gave customer eta time on when the groceries would be ready , or track for delivery , gave promo codes for dollar amounts for refunds and order groceries online for customers.**

### **Comcast/Xfinity. 08/12/2013 - 07/01/2017**

Technician Repair - troubleshoot cable, internet and telephone configure email to send and receive work with outages, technicians, and schedule technician appointments. Work with Comcast applications for self-help on connecting to Wi-Fi hotspots installing Comcast devices.

**Blue Cross Blue Shield**      09/2012-02/2013

Customer service agent I enrolled consumer in a health plan update information such as newborn, death, marriage or updating address and phone number. Informed about 24/7 nurse line and benefits consumer and other resources available.

**American Data Bank**      05/11/200-09/01/2010

Processed F.B.I fingerprints, submit Diagnostic test, submitted student's enrollment forms to colleges, answer phones, filed and made sure student of timeframe to submit applications.