

CANDIDATE NAME

ADDRESS HERE

PHONE # HERE

EMAIL ADDRESS

Professional Summary

I have held responsible positions in multiple companies and departments that require attention to detail, punctuality, communicating with multiple levels of personnel, and problem solving. I have a strong work ethic and work great with others. I have handled many policies, confidential documents and reports and am looking forward to applying my knowledge, experience, and positive attitude in a competitive role.

Education

- University of Tennessee of Chattanooga Chattanooga, TN
- Bachelor of Science Business Administration Major: Management May 2017
- GPA: 3.4 - Multiple Dean's List Awards for Academic Excellence

Skills

- Microsoft Office: Word, Excel, Outlook, PowerPoint
- Professional communication: Letters, Email, Phone calls
- Use of multiple information systems.

Professional Experience

Unum

March 2021- Present

Broker Compensation Representative

- Resolve broker compensation issues; enroller licensing and appointment issues; and website administration issues
- Respond to inquiries and service requests from brokers, field offices, enrollment firms, and other Home Office business partners
- Research and respond to customer inquiries with timely and efficiently
- Meet the expectations of the quality/productivity standards
- Identify and share process improvements to enhance customer service

Dollar General

Manager

March 2020-March 2021

- Effectively managed a team in all aspects of administrative operations including scheduling, customer service, training, and meeting company objectives
- Successfully resolved on-site customer concerns through effective communication

Unum

February 2019- March 2020

Americans with Disabilities Act Specialist

- Work with clients to determine the most appropriate accommodation for an employee to remain working with their disability
- Ensure the employer knows their legal obligations under the Americans with Disabilities Act
- Work in multiple information systems daily to resolve discrepancies and complete tasks
- Work with confidential patient medical records to abstract the appropriate information

Unum

Short Term Disability Benefits Specialist

May 2017- February 2019

- Selected for a National Client Group Team to process claims for delicate clients and ensure Performance Agreements are continually met

- Process disability claims with empathy, professionalism, and time management skills.
- Think critically individually and with colleagues
- Serve as a behavioral health subject matter expert

Unum

August 2016 – May 2017

Scholar / Intern

- Processed maternity leave claims with accuracy to ensure the best service to clients
- Handled Special Accounts which required specific training and dedicated customer service to meet accelerated turn-around times

Leadership & Community Involvement

- Workplace Environment Group at Unum to boost morale
- United Way volunteering at Lookout Mountain Conservancy
- Team Event Planner
- Assisted in logistics of International Day at Unum
- Presented departmental training in clarifying medical documentation
- Complete problem-solving to enhance team documentation

CANDIDATE FULL NAME

555-555-5555 | email.address@gmail.com | City, State Zip

Experienced, detail-oriented service professional with strong technical, communication, and problem solving skills. Demonstrated ability to handle complex issues and collaborate with others on projects. Seeking to leverage current knowledge, experience, and positive attitude to continue to provide excellent service in a competitive role.

Professional Experience

Broker Compensation Representative, Unum

March 2021-Present

Resolve issues and respond to inquiries related to broker compensation, enroller licensing and appointment, and website administration.

- Demonstrate effective communication and relational skills by researching and replying to customer inquiries and service requests from a variety of sources including brokers, field offices, enrollment firms, and other Home Office business partners in a timely and efficient manner.
- Process an average of 24 service requests per day. Average expectations for team are 15 daily requests per employee.
- Proactively identified an opportunity to improve customer experience and implemented a solution to decrease customer wait time for iService requests.
- Identify and share process improvements with colleagues to enhance customer service throughout the organization.

Manager, Dollar General

March 2020-March 2021

Effectively managed a team of eight employees in all aspects of administrative operations including scheduling, customer service, training, and meeting company objectives.

- Decreased number of annual consumer complaints filed by 23% through effective communication and successful resolution of on-site customer concerns.

Americans with Disabilities Act Specialist, Unum

February 2019-March 2020

Collaborated with clients to determine the most appropriate accommodations to help employees continue working despite a disabling condition.

- Assisted nearly 500 employees to remain employed with accommodations. This also resulted in thousands of dollars saved for clients who did not have to hire and train new employees as a result of successful accommodation.
- Communicated legal obligations and provided education on the Americans with Disabilities Act to prevent legal penalties for clients.
- Identified information that was confidential and abstracted appropriate information to release to clients under HIPPA regulations.
- Presented department-wide development session to educate and train colleagues on best practices for clarifying medical documentation needed to make a timely decision on a claim, resulting in improved customer service.

Short Term Disability Benefits Specialist, Unum

May 2017-February 2019

Processed disability claims with professionalism, empathy, and expertise.

- Selected for a National Client Group team to process claims for dedicated clients and ensure Performance Agreements were continually met. National Client Group teams serve accounts with greater than 2,000 employee lives. Performance Agreements outline fines that Unum must pay if specific service standards are not satisfied.
- Served as a behavioral health subject matter expert and provided training to colleagues to ensure fair, consistent, and accurate processing of behavior health claims.
- Coordinated and planned team events, which boosted morale and created a more welcoming and inclusive community.

Scholar Intern, Unum

August 2016-May 2017

Processed maternity leave claims with accuracy to ensure the best service to clients.

- Average Quality Audit score of 95% compared to the site average of 92%.
- Handled Dedicated Accounts which required specific training and excellent customer service to meet accelerated turn-around times.

Skills

Verbal and written communication; attention to detail; analytical and critical thinking; Microsoft Office; Unum systems

Education

University of Tennessee at Chattanooga

May 2017

Bachelor of Science in Business Administration: General Management, GPA 3.4