

BRENDA HERRING

Business & Client Support Specialist

Dynamic, Versatile and Solutions-driven Professional

Showcasing 35 years of Excellence in Customer Support Services

PROFESSIONAL TRAITS

- ✓ Team Player
- ✓ Efficiency
- ✓ Critical Thinker
- ✓ Creativity
- ✓ Tenacity
- ✓ Takes Initiative
- ✓ Independent Worker

PROFESSIONAL SKILLS

- ✓ MS Office
- ✓ Adobe Photoshop
- ✓ Adobe Illustrator
- ✓ Adobe CS6
- ✓ WordPress
- ✓ Social Media
- ✓ Graphics Design

COMMUNICATIONS
DESIGN/DEVELOPMENT
HELP DESK SUPPORT
INTERNET MARKETING
WRITING/BLOGGING
CASE MANAGEMENT

Qualifications Summary

- Diverse background includes 35 years of Customer service and Client/Case management related experience, Office management, Team building, Sales and Networking and Telecommunications
- Business oriented and visionary. Self-starter: I have several different home-based businesses (i.e. web design and development, PC repair and support, Freelance writing & blogging, Consulting and Sales
- Strong interpersonal & organizational skills, detail oriented, tenacious and have a high degree of integrity

Professional Experience

Self Employed / Freelance Writing | 2005 to Present | **PC Guru 4U** | **Web Designs 4Life**

- Web design and development, digital marketing, branding/logos, graphic design, social media, Helpdesk
- Blogging, article writing, content creation, editing, site maintenance, researching, resources, promotions
- **MS:** Office, Works, Word, Excel, Publisher | **Adobe:** Photoshop, Illustrator, Creative Suite 6

Customer Service / Case Management | 1998 - 1999 | **State of Idaho DHW - Child Support Services**

- First contact (in person and by phone) for inquiries about case, payments, court orders and enforcement
- Wage withholding orders, interfacing with other government agencies and courts to establish/enforce case
- Absent parent locates: skip tracing, accessing databases and public records, reporting to vital statistics

SCAP II - Claims Processor | 1988 - 1993 | **Blue Shield of California**

- Data entry, medical billing and coding, claims review and processing: medical, dental, RX drugs and HME
- Medical procedure and policy review, medical terminology, CPT-4 coding, ICD-9, determination of benefits
- Review for medical necessity, investigation for fraud and complex case management based on policy
- Developed new procedural manual for dental claims processing (front and back end) and implementation

Education & Training

South University, 2008 - 2009 | **Human Resources - Business Management**

San Joaquin Delta Community College, 1986 - 1987 | **Education - Psychology (E.C.E.)**

Regional Occupational Program (R.O.P.), 1982 - 1984 | **Comp Office Training - Fashion Merchandising**