

STRENGTHS

- Q

Complex case resolution

Traced difficult claims and membership issues through system records. Associates gained clearer paths forward, and customers received complete answers.
- 👥

Practical coaching

Case walkthroughs made difficult workflows easier to apply. New associates often returned with better questions and steadier judgment.
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Queue awareness

Excel inventory views revealed aging work early. Supervisors gained useful visibility, and teams kept urgent requests moving.
- ♥

Empathetic communication

During tense customer contacts, careful listening helped turn frustration into workable next steps and complete documentation.
- ♥

Procedure clarity

Reviewing unclear instructions with training partners produced cleaner job aids. Peers found answers faster during live processing.

SKILLS

- Federal Employee Program

Claims support

Membership operations

Case resolution

Workflow guidance

Operational training

Coaching

Mentoring

Advanced Excel

Data analysis

Inventory monitoring

Electronic queues

SUMMARY

Operations specialist with six years of healthcare support experience across **claims operations**, membership service, **complex case resolution**, workflow guidance, and **automated processing systems**. More than three years of directly related work includes resolving escalated cases, interpreting policy, monitoring **electronic queues**, and reviewing service level, quality, accuracy, and productivity records. Federal Employee Program experience supports practical guidance for associates handling membership and claims questions. Advanced Excel and data analysis skills improve inventory visibility, workload planning, and manual process reduction. Experience includes operational training, coaching, mentoring, procedure maintenance, facilitation, multichannel communication, and empathetic customer support. Clear documentation and calm problem solving help teams reach complete resolutions during demanding operational periods.

EXPERIENCE

Senior Operations Specialist, Federal Employee Program

Meridian Grove Benefits

July 2024 - Present

Indianapolis, IN

Provides technical direction for **healthcare operations** supporting **Federal Employee Program** membership and claims work. Serves as an escalation resource, coach, trainer, and documentation partner across multichannel workflows. Uses automated processing systems and advanced Excel analysis to protect queue continuity, service quality, and complete customer resolution.

- Resolved complex membership cases through automated system research and current procedure review.
- Monitored **electronic queues** and Excel trends, reallocating inventory before service delays developed.
- Delivered case based training, **coaching** associates through difficult processing decisions and customer concerns.
- Reconciled procedure documents with training partners after policy and system changes.
- Guided peers through **calls**, messages, **facsimiles**, notes, and system updates during urgent cases.
- Recorded complete resolution paths, giving frontline associates practical guidance for similar issues.

Operations Analyst, Claims and Membership

Clearwater Member Solutions

January 2022 - June 2024

Fishers, IN

Analyzed complex healthcare service cases involving membership records, claim status, processing exceptions, and operational inventory. Built Excel reporting views, facilitated workflow refreshers, supported **mentoring**, and connected quality findings with procedure improvements. Helped supervisors see workload patterns and gave associates clearer paths through challenging cases.

- Managed complex claim and membership cases through system research and documented escalation paths.
- Built Excel inventory views with pivot tables, lookups, logic, and validation controls.
- Facilitated workflow refreshers using anonymized cases and practical procedure examples.
- Compared **quality** records with case findings, identifying documentation gaps for procedure clarification.
- Mentored new associates through case walkthroughs, **digital tools**, and escalation judgment.
- Balanced calls, electronic tasks, notes, and customer research during peak workload periods.

Customer Operations Representative, Claims Support

Lakefront Health Administrators

October 2020 - December 2021

Fort Wayne, IN

Service level tracking

Quality review Problem solving

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Senior Operations Specialist, Federal Employee Program at Meridian Grove Benefits (2.2 Years)

● Operations Analyst, Claims and Membership at Clearwater Member Solutions (2.4 Years)

● Customer Operations Representative, Claims Support at Lakefront Health Administrators (1.2 Years)

● Operations Support Associate, Healthcare Operations at Northstar Service Center (11 Months)

Supported members and internal partners with healthcare account and claim inquiries across phone, electronic, written, and facsimile channels. Researched automated records, explained next steps, documented findings, and surfaced recurring questions that improved reference materials and peer guidance.

- Researched account and claim inquiries in automated systems, explaining next steps with empathy.
- Managed calls, **electronic queues**, correspondence, facsimiles, and notes within daily service expectations.
- Compared processing records with procedure guidance, escalating only cases needing higher authority.
- Verified membership and service records during high volume periods, protecting quality and **accuracy**.
- Applied quality feedback to improve call control, written communication, and **problem solving**.
- Shared recurring customer questions with training contacts, informing updates to reference materials.

Operations Support Associate, Healthcare Operations

Northstar Service Center 📅 October 2019 - September 2020 📍 South Bend, IN

Processed routine healthcare operations requests under established procedures and developed foundational expertise in membership records, service workflows, automated systems, queue priorities, and customer communication. Supported experienced specialists with clear research summaries and contributed observations during procedure reviews.

- Processed **healthcare operations** requests under established procedures and automated system guidance.
- Maintained detailed case notes, helping subsequent reviewers follow actions and outstanding needs.
- Used queue priorities and inventory reports to organize time sensitive requests accurately.
- Escalated unusual processing situations with concise research summaries for specialist follow through.
- Flagged unclear procedure instructions during live work, supporting practical reference updates.
- Built Excel tracking and digital communication proficiency through progressively complex assignments.

PROJECTS

Claims Queue Visibility Initiative 📅 2024

A practical reporting effort created clearer views of queue volume, aging, accuracy, and workload needs. Excel analysis helped supervisors spot pressure points earlier and gave associates steadier guidance during busy periods.

Associate Workflow Learning Series 📅 2023

Case based learning sessions connected procedure updates with daily processing decisions. Associates gained a comfortable place to ask questions, practice difficult scenarios, and carry clearer guidance into customer conversations.

LEADERSHIP & AWARDS

- Senior Operations Specialist recognition for dependable technical guidance and complex case support.
- Peer leadership recognition for practical coaching, mentoring, and clear workflow instruction.
- Service quality recognition for accurate documentation across demanding multichannel operations.

EDUCATION

Associate of Applied Science in Business Administration

Ivy Tech Community College 🎓 GPA: 4.0 📅 2019 📍 Indianapolis, IN

Coursework: Healthcare operations, business communication, data analysis, customer service

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2023
- Microsoft Excel Data Analysis Certificate 📅 2024

TECHNICAL SKILLS

- **Healthcare Operations:** Claims support, membership operations, service workflows
- **Automated Processing:** Automated processing systems, transaction research, eligibility processing
- **Excel Analysis:** Pivot tables, lookup functions, data validation
- **Queue Management:** Electronic queues, inventory reports, workload prioritization
- **Performance Tracking:** Service level records, quality records, productivity records
- **Case Documentation:** Case notes, resolution paths, escalation summaries
- **Training Delivery:** Operational training, live demonstrations, job aids
- **Coaching Methods:** Case walkthroughs, mentoring, peer guidance
- **Communication Channels:** Calls, secure messages, facsimiles
- **Quality Processes:** Accuracy review, documentation review, procedure review
- **Customer Support:** Customer conversations, empathy, call control
- **Data Practices:** Trend analysis, workload planning, inventory visibility

PROFESSIONAL AFFILIATIONS

- Healthcare operations peer coaching group, supporting shared case learning and workflow consistency.
- Operations training partner network, contributing procedure feedback and associate learning support.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST