

# Carla Combination

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## EDUCATION

University of Maryland, Baltimore County (UMBC)  
Bachelor of Arts in Social Work (GPA: 4.0/4.0)

Expected Graduation: May 20xx

## SUMMARY OF QUALIFICATIONS

- Over eight years of progressive customer service experience in a health care environment
- Creative thinker, talent for applying, changing, and re-organizing ideas, while also being able to critically analyze challenging situations
- Dedicated to meeting deadlines and the needs of the organization, dependable in all aspects of the job
- High energy performer with strong organizational, interpersonal, and problem solving skills

## SKILLS SUMMARY

### Client Relations:

- Communicated with members and providers to furnish eligibility, benefits, claims, and authorization information
- Gained experience working with diverse groups of people
- Verified HIPAA regulations prior to releasing PHI on a member or provider
- Accurately documented intake information in database
- Directed members to providers or local other resources
- Quickly learned medical terminology, both medical and mental health, in addition to ICD-9 and CPT codes
- Received recognition from supervisors, members, and providers for exceptional customer service

### Communications:

- Collaborated between departments to solve member or provider issues
- Communicated effectively with clients, management, other departments, and co-workers
- Interacted with members and providers; de-escalated irate callers and callers in emotional crisis
- Used excellent listening skills which allowed members to feel at ease when discussing personal concerns
- Wrote monthly status reports detailing client concerns, follow-up procedures and outcomes

### Organization:

- Received monthly awards for maintaining above average standards of 85% availability, 98% quality assurance and perfect attendance which resulted in monthly bonuses and the opportunity to tele-commute
- Created and maintained weekly reports for staff and managers which increased call resolution
- Updated and maintained website improving communication within the department

### Leadership:

- Taught Sunday School class (6-7-year-olds) and Wednesday night youth group (8-12 year olds)
- Directly supervised and mentored five foster children ranging from toddlers to adolescents
- Managed family daycare to include scheduling of daily activities, implemented lesson plans, prepared meals, and conducted parent meetings
- Served as advocate at IEP meetings twice a year

### Computer:

- SPSS, MS Office 2010 (Excel, Word, Access, PowerPoint)

## VOLUNTEER EXPERIENCE

Teacher, Highway Church School, Baltimore City

09/xx–Present

Volunteer, Pat and John Smith – Foster Parents, Baltimore City

12/xx–Present

## WORK EXPERIENCE

**Customer Service Representative (Telecommuter)**, Johns Hopkins HealthCare, Glen Burnie, MD

02/xx–Present

**Customer Service Associate**, Magellan Behavioral Health, Columbia, MD

02/xx–01/xx

**Message Center Specialist**, Sears N.E. Regional Routing Office, Columbia, MD

12xx–02/xx

**Help Desk Analyst**, T. Rowe Price (contract), Owings Mills, MD

09/xx–10/xx

**Daycare Owner**, A Home Away From Home Family Daycare, Baltimore, MD

07/xx–07/xx

**Technical Support Specialist**, TEKSystems (contract), Linthicum, MD

01/xx–04/xx

**Technical Support Specialist**, Legg Mason, Baltimore, MD

08/xx–11/xx