

9225 Indian Creek Pkwy

Overland Park, Ks 66210

01/2015-12/02/2015

\*Customer Service/ Claims Rep.

- Respond to customer questions via phone and written correspondence regarding insurance benefits, provider contracts, eligibility and claims.
- **Review authorizations and inform providers of status.**
- **Submit medical appeals**

### **USPS**

Kansas City, Mo

10/2013-01/2014/

(Seasonal)

05/30/2014-08/30/2014

(Assignment ended)

\*PSE Clerk

- Scan items in the system to be shipped to different states.
- Sort mail

### **H&R Block**

1 H&R Block way

Kansas City, Mo

12/2012-04/24/2013 (Seasonal Position)

\*Call Center/Customer Service Rep.

- Take inbound calls, clients calling to check status of their emerald card we provide to clients for tax purposes or banking reasons.
- Create cases to resolve escalations
- Transfer funds from line of credit to debit card(s).
- Set appointments for clients also potential clients to meet with a tax professional.

### **Alliance Data Inc.**

8035 Quivira Rd

Shawnee Mission, Ks

08/2008-03/2010 (Full Time; Left to further education)

\*Call Center/Customer Service

- Gathered inquiries on customers credit reports and ran them through the 3 national credit agencies to determine if the customers were eligible for a credit card.
- Notated all data into Vcars system about customer inquiries.
- Took an average of 200 inbound calls a day.
- Take credit card payments.

- Introduce customers to different products that could give credit card protection or getting perks through their credit card(s).
- Assist with inquiries about balance, payment options, payment arrangements and raising/decreasing credit limits.

**Mission Hills Country Club**

5500 Mission Dr.

Mission, Ks

06/2006-08/2008 (Seasonal Summer Work; took college courses as well)

\*Housekeeper

- Wash Towels
- Mop/Sweep/Dust
- Fill Bathrooms with soap, paper towels and toilet paper
- Vacuum
- Fill pool area with towel and sanitize all surfaces
- Set Up tables and chairs for any party's or banquets for the evening

**Education:**

Don Bosco High School

High School Graduate/May 2006

Some College Courses/ Brown Mackie College and Penn Valley Community college

**Technical Skills:** Microsoft Word, Excel, Power Point, Pc and Mac Platforms, Data Entry

10,000 keystrokes, Customer Service, All office Supplies such as Copy Machine, Printer, Fax Machines, Computer, and Keyboard.

**Objective:** I am the best candidate for this position because I have the experience and the skills needed. I am a responsible, dependable, on task individual. Always willing to take a challenge and would like the opportunity to even start another career or position if given the opportunity.

**Gaps of employment:**

- 04/24/2013-10/2013-Focused on school only (full time student).
- 01/2014-05/2014- Took time from working to focus on my children.
- 12/02/2015-01/2016-Looked for work.

Briana Stafford  
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**Employment:**

Randstad  
4551 W 107<sup>th</sup> St  
Overland Park, Ks 66207  
\*Customer Service/Clerical Assistant

Current Position  
09/2016- 05/2017

- Update 3547 Forms
- Checking voice mails and send information on excel spreadsheet to the nurses.
- Update/Check W9 forms
- Sort Mail

**Optum Rx**  
6860 W 115<sup>th</sup> St  
Overland Park, Ks 66210  
\*Specialty Pharmacy Medical Billing Rep.

10/2010-08/2011 (Contract Position)

01/2016-05/2016

- Take inbound calls from providers and patients regarding refill/fill(s) on their medication(s)
- Price checks (retail vs. mail service)
- Advise patients about where they stand with their medical coverage (coverage gap, catastrophic stage ECT).
- Put patient's information into a data base (Data Entry).

**Amerigroup**