

Mebrat Temesgen

Insurance Service Representative

334-728-6855, Montgomery,
mebrat-temesgen@email.com

Dedicated and results-oriented customer service representative with a proven track record of delivering exceptional service in the healthcare insurance industry. Skilled in building rapport with clients and resolving inquiries efficiently. Adept at handling high-volume calls while maintaining professionalism and accuracy.

Experience

- January 2022 - Now**
Customer Service Representative
HealthGuard Insurance Co. / Montgomery, AL
 - Manage an average of 50 inquiries daily, achieving a satisfaction rating of 95%.
 - Utilize CRM software to track member interactions, resulting in a 20% reduction in response time.
 - Resolve over 200 member complaints within a quarter, maintaining a resolution rate of 90%.
 - Educate approximately 100 members per month on health plan options, leading to a 15% increase in member retention.
- May 2018 - December 2021**
Client Support Specialist
WellCare Assurance Ltd / Montgomery, AL
 - Handled 75 calls and emails daily from members, ensuring accurate and timely assistance.
 - Processed 50 enrollment and eligibility changes per week, maintaining compliance with regulatory standards.
 - Collaborated with healthcare providers and claims processors to address 100 member inquiries monthly, resulting in a 25% decrease in resolution time.

Certifications

- June 2023 - Now**
Associate in Risk Management (ARM), The Institutes
Advanced risk management principles and practices.
- July 2022 - Now**
Associate in Claims (AIC)
The Institutes, Specialization in claims management and processes.

Education

- Associate's Degree in Healthcare Administration**
2015 - 2019
Trenholm State Community College
Montgomery, AL

Skills

Healthcare insurance terminology	● ● ● ● ● ●
CRM software	● ● ● ● ● ●
Conflict Resolution	● ● ● ● ● ●
Computer Literacy	● ● ● ● ● ●
Positive Attitude	● ● ● ● ● ●
Stress Management	● ● ● ● ● ●
Multitasking	● ● ● ● ● ●

