Shakarah Hall

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# Work Experience

## Quality Assurance Specialist/ Medicare Licensed Sales Agent/ Escalation and Proactive Review Team

Ft, Lauderdale, Florida

Sept 2021-May 2023

## identifying sales opportunities for insurance plans and overseeing a portfolio of clients

1. Establishes productive working relationships with clients.
2. Develops base for long-term sources of clients.
3. Compiles lists of prospects.
4. Generating leads.
5. Meeting or exceeding sales goals.
6. Negotiating all contracts with prospective clients.
7. Evaluating Enrollment calls to ensure they Meet Medicare and Company compliance Standards and guidelines
8. Helping determine pricing schedules for quotes, promotions, and negotiations.
9. Confirming with the enrollee that the agent answered all their questions and confirmed that all their doctor’s and medication are in network with the plan therefore preventing any disenrollments.

## Reviewing all enrollment applications, correcting any errors that were submitted on the enrollment applications.

## Healthcare Advocate

Sutherland Health Solutions - Coral Springs, FL

April 2017 to February 2020

* Provide updates and assistance related to medical coverage and eligibility.
* Maintain ongoing communication with members regarding the status of claims
* Accurately inform members of prescription medications coverage.
* Submitting Grievance and Appeals on behalf of Members
* Maintain documentation of status within multiple computer programs simultaneously

Adherence to company and legal standards regarding Protected Health Information (PHI), Personal Identifiable Information (PII) and Personnel Transaction Identifier (PTI) logic and analytical skills in problem solving

* PCI Payment Specialist- taking premium payment on a secured line

AT&T Retention Team leader Convergys - October 2015 to April 8th2017

* Manage a team of 18-25 employees in customer service fast paced high volume call center
* • Responsible for Floor Leader responsibilities to ensure compliance with contractual client agreement. Abandonment rate, service levels and organized agents’ schedules to meet business needs
* Handle client escalations and agent escalation calls from customers.
* Coach, motivate, and develop employees to achieve client KPI's.
* Attend client monitoring sessions to play and discuss agent inbound and outbound calls. • Conduct weekly coaching sessions with employees to provide constructive feedback resulting in improved performance.
* Collaborate with Operations Manager, Team Leaders and Client Services to develop strategies to overcome obstacles to meet client KPI's.
* Responsible for Recognition for the program to include developing incentive/recognition programs to improve performance and employee satisfaction. Subject Matter Expert

## Team Leader Convergys

Tamarac, FL

August 2015 to April 2016

AT&T Retention Team Leader

Responsible for Floor Leader responsibilities to ensure compliance with contractual client agreement.

Abandonment rate, service levels and organized agents’ schedules to meet business needs

* Handle client escalations and agent escalation calls from customers.
* Coach, motivate, and develop employees to achieve client KPI's. (AHT, Productivity, PTV, Adherence,

Keying Rate, Keying Accuracy and Call/Back Office Quality,

* Attend client monitoring sessions to play and discuss agent inbound and outbound calls.
* Conduct weekly coaching sessions with employees to provide constructive feedback resulting in improved performance.
* • Collaborate with Operations Manager, Team Leaders and Client Services to develop strategies to overcome obstacles to meet client KPI's. • Responsible for Recognition for the program to include developing incentive/recognition programs to improve performance and employee satisfaction. less

## Temporary Team leader Convergys

NFL Sunday Ticket

July 2015 to September 2015

Manage a team of 18-25 employees in customer service fast paced high volume call center supporting ad retaining Direct TV NFL Sunday Ticket customers

. • Responsible for Floor Leader responsibilities to ensure compliance with contractual client agreement. Abandonment rate, service levels and organized agents schedules to meet business needs

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## Secondary Sales Floor Support /Acting Team Leader

Processing Buyer's Remorse Exchange and Upgrades July 2013 to July 2015

Customer service within the First 14 days of new activation and upgrade • Going over the customer's wireless rate plans features

• Making changes to the account if needed • Processing Buyer's Remorse Exchange and Upgrades • Providing retention tools to save the customer's account • Up selling wireless devices and wireless accessories that enhances the • Customer's wireless experience • Assisting team leaders with agent coaching and completing time cards for the agents • Taking over escalations from agents • Keying in wireless orders

## Team Leader Convergys

Back Office Quality

March 2010 to June 2013

Manage a team of 18-25 employees in customer service fast paced high volume call center. •

Responsible for Floor Leader responsibilities to ensure compliance with contractual client agreement. Abandonment rate, service levels and organized agents’ schedules to meet business needs • Handle client escalations and agent escalation calls from customers. • Coach, motivate, and develop employees to achieve client KPI's. (AHT, Productivity, PTV, Adherence, Keying Rate, Keying Accuracy and Call/Back Office Quality, • Attend client monitoring sessions to play and discuss agent inbound and outbound calls. • Conduct weekly coaching sessions with employees to provide constructive feedback resulting in improved performance. • Collaborate with Operations Manager, Team Leaders and Client Services to develop strategies to overcome obstacles to meet client KPI's. • Responsible for Recognition for the program to include developing incentive/recognition programs to improve performance and employee satisfaction.

## United Healthcare Evercare Customer Service Representative Convergys

July 2009 to March 2010

Handled inbound calls from customers.

* Provided claim status of medical claims
* Assisted with day to day issues with explanation of benefits
* Ordering medical insurance card
* Looking up out of network and in network doctors and facilities

# Education

## Bachelor's in Management

University of Phoenix-Online Campus - Phoenix, AZ

August 2010 to September 2019

## High school or equivalent

Boyd H. Anderson High School - Lauderdale Lakes, FL September 2001 to May 2005

# Skills

• Blue Cross and Blue Shield Customer Advocate ll (3 years)

# Certifications and Licenses

Florida licensed sales agent NPN number provided upon request

October 2020 to present

## Certified payment specialist

December 2018 to Present

**References**