

Althera Thompson

Sanford, FL
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Professional Summary

Highly motivated team player experienced in working independently or in combination with others to achieve common goals. Reliable worker seeks a challenging career position in any related field where my extensive CS, data entry, problem solving skills, insurance, medical knowledge, EMR, Billing, data entry and overall experience will be utilized to contribute to the operational success of the company.

Work Experience

Sr. Compliance Analyst

Teleperformance-Sanford, FL
September 2021 to Present

I manage, maintain, and oversee initial licensing applications and renewals for Health, Life, Personal lines, Property & Casualty licenses for multiple clients. Remain in compliance with regulations and contracts within the Department of Insurance. Responsibilities include but, not limited to submitting applications through NIPR and Sicron, collecting and maintaining accurate documentation submitted by the agents. My key skills utilized for this role is my strong communication, exceptional organizational skills, my attention to details and the ability to multitask in a time-sensitive environment.

CSR

K-FORCE/FLDEO TELEWORK-Sanford, FL
June 2020 to September 2021

Respond to incoming service calls and/or to self-service ticketing queues on behalf of clients to provide accurate and appropriate information. Identify, evaluate, and prioritize end-user issues to ensure that inquiries are successfully resolved. Document conversations and capture information.

Adhere to established levels of service. Adhere to established customer service and documentation standards within required time frames. (Telework)

Supervisor Clinica Ops

TURNINGPOINT HEALTHCARE-Lake Mary, FL
October 2018 to June 2020

Supervisor related functions and teams within the call center work area, monitors call volume and agent Statistics for the department, maintains appropriate staffing levels; performs interviews and makes hiring. Recommendations, assist with Operations as needed to maintain workflow daily duties. (In Office and telework)

Service Care Rep

SEDGWICK-CONCERO STAFFING/CONTRACT-Orlando, FL
December 2017 to September 2018

Inbound call center rep, handle claims applications process and provide detailed claim notes on all calls, educate claimants /callers on client requirement and benefits plans per FMLA, long- and short-term policy and procedures, daily data entry, handling over 60 calls a day

Staffing/contract

PATIENT FINACIAL SERVICES, FLORIDA HOSPITAL-PROFESSIONAL-MATILAND FL
June 2017 to October 2017

CSS, Billing department, Responsibilities include coordinating and managing payment arrangements, inbound/outbound calling, reading and explaining EOB, inbound handling over 50 calls a day

Roi Supervisor

STAT INFORMATIC SOLUTIONS-Orlando, FL
January 2015 to May 2017

Supervisor for ROI staff onsite facilities, training, coverage for Medical Records department when needed, receiving more than 100 request a day via fax, phone and walk-in patients. For medical and personal. Both EMR and paper charting. Order entry/In Office and telework

Education

MEDICAL ASSISTANT

FLORIDA TECHNICAL COLLEGE-Jacksonville, FL
March 2009

HS DIPLOMA

N.B.FOREST HS-Jacksonville, FL
May 2000

Skills

- Medical Records
- Patient monitoring
- Sales
- Microsoft Windows 10, XP, Microsoft Word, Excel and Power Point
- Order Entry
- Documentation review
- Interviewing
- Type 35 wpm
- EMR Systems
- Operating Systems
- Data Entry: 8

Certifications and Licenses

Life Insurance agent

December 2020 to Present

Licensed 2-15

Insurance Producer License