

Linda Cyril-Michel

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Objective: To obtain a position with a reliable company that is willing to compensate hard workers and provide opportunities for career advancement.

Education

- Ivy Tech Community College
Pre-Nursing, pursuing
- Wayne Township Adult Education Center – Indianapolis, IN – Pharmacy Technician
National Healthcare Association ExCPT Exam and First Aid + CPR Certification,
August 2023 – December 2023
- North Miami Senior High
High School diploma, June 2004

Soft Skills

- Effective Communication
- Professionalism
- Promoting Teamwork and Collaboration
- Thinking Critically and Solving Problems

WIN Career Readiness Essential Soft Skills Certification

December 2023

OSHA-10 Certification Healthcare

December 2023

Volunteer Work

University of South Florida REACH Peer Educator

- Piloting presentations on time management, drugs and alcohol, violence prevention, safe sex promotion, and sleep
- Administering blood pressure screenings for peers, faculty, and staff
- Hosting information tables on campus and at health fairs

Health Occupation Students of America

- Child Abuse Awareness Project; regionally awarded 1st place and state awarded 5th place in presentation and portfolio
- Special Needs Awareness Project; regionally awarded 1st place and state awarded top 10 in presentation and portfolio
- Training peers in CPR, First Aid, and blood pressure screening
- Presenting on HIV Awareness, the importance of getting tested, and where to go to get tested; local agencies reporting an 8% increase in people coming in for testing in the following quarter report

Curley's House of Style Food Bank

- Leading fundraising efforts for Hurricane Katrina; collecting over 1,500 water bottles and raising over \$3,000

Experience

United Healthcare
Customer Service/ Claims Representative

March 2016 – Current

- Assist both members and providers with concerns with members' policies including but not limited to providing an explanation of benefits (any copay or deductibles), an explanation of claims processing, and members' eligibility
- Assist members and providers with obtaining any authorization needed for medical procedures being performed
- Adhere to HIPAA, PCI, and Change Healthcare Policies and Procedures
- Analyze Health Plan Contract (DOFRs) to make sound decisions on the routing of claims to the responsible party
- Assemble EOB/RA with assigned Claim check information

Comcast
Billing Customer Service Representative

September 2015 – January 2016

- Resolved customer complaints via phone, email, mail
- Assisted with the placement of orders, refunds, or exchanges
- Managed the status of accounts and balances and identified inconsistencies
- Issue and post bills, receipts and invoices
- Wrote thorough reports on billing activity with clear and reliable data

T Mone Dakota Dunes, South Dakota, AT&T
Small Business Account Manager

June 2012 - June 2015

- Placed outbound phone calls to assigned leads to generate sales revenue and build customer loyalty. These will be business-to-business calls so you don't need to worry about interrupting a family dinner
- Retained or re-established relationships with our Fortune 500 clients' business customers.
- Placed and received phone calls, emails, and faxes to businesses as needed to ensure their needs are met
- Increased revenue and strategic product sales with these businesses by up-selling and cross-selling into categories our client is not currently servicing

Alorica North Sioux City, South Dakota AT&T
Customer Service Rep.

August 2011 - June 2012

- Attracted potential customers by answering product and service questions; and suggesting information about other products and services
- Maintained customer records by updating account information
- Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Prepared product or service reports by collecting and analyzing customer information.
- Interpreted for Creole-speaking prospective clients

REFERENCE: will be available upon request