

MATTHEW BENNERS

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COMPLAINT ANALYST

Dynamic, results-oriented Complaint Analyst with exceptional background in the healthcare industry. Proven leader with the ability to resolve client issues in a timely manner and exceed expected levels of service. Ability to innovate and drive organizational progress by identifying new business opportunities and maintaining key relationships with existing clients. Recognized for ability to interpret complex information and explain content to staff in an appropriate manner. Exceptional project management skills and ability to adhere to applicable regulations and guidelines. Outstanding track record of training staff and providing comprehensive support as necessary.

PROFESSIONAL HISTORY

TIME WARNER CABLE, New York, New York (2009 to Present)

Client Services Specialist

Established exceptional relationships with clients to provide support related to cable, high speed internet, and digital phone services while succeeding in an inbound call center environment. Developed an outstanding base of knowledge of current product offerings and linked customers with applicable services. Researched and resolved billing issues in a timely manner by applying issue resolution and customer service skills. Identified new business opportunities while maintaining key relationships with existing clients.

HEALTHFIRST, New York, New York (1999 to 2008)

Complaint Analyst (2006 to 2008)

Served as the primary point of contact for more than 1,500 provider and member complaints by identifying the causes of the complaints and working with various organizational departments to resolve issues in a timely manner. Developed an extensive familiarity with Medicaid, Child Health Plus, Medicare, and Family Health Plus lines of business and organizations including New York City Department of Health, Centers for Medicare and Medicaid Services, and government agencies.

Senior Representative, Quality Improvement & Training Department (2003 to 2006)

Supervised and provided outstanding support to more than 90 member service representatives in lines of business including Medicaid, Child Health Plus, Medicare, and Family Health Plus by tracking quality assessment scores and offering key feedback. Represented Member Service Department at company meetings and actively participated in the exchange of new ideas and strategies. Collaborated with management to develop departmental policies, guidelines for training new and existing staff members, and deliver training performance evaluations. Ensured representatives received exceptional training that met and exceeded client's expectations.

EDUCATION

Bachelor of Science in Health Service Administration

Herbert H. Lehman College, Bronx, New York

VOLUNTEER WORK

Habitat for Humanity
North Shore Animal League