

ERICA DUBLIN

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CAREER SUMMARY

I have over two decade of experience ranging in customer service, administrative/clerical support, health insurance and sales, as well as other such related functions. I am proficient in various software applications including, Right Now Technology (RNT), Nice IEX, Avaya, Salesforce, Café, Workbench, Oracle, MS Excel, MS Word, MS PowerPoint, MS Access, MS Outlook and Lotus Notes.

EDUCATION

Temple University/PASCEP, Philadelphia, PA

04/2000-09/2000

General Education Degree

University of Phoenix, Online

0/2015- Attending

Bachelor of Science, Human & Social Services

KEY SKILLS

- Customer Service Excellence
- Benefits/Annual Enrollment
- Call Center/ Multiline Phone Systems
- Data Management
- Group Insurance Eligibility
- Claims Examination & Processing
- Health Insurance Producer License
- Retention/ Sales

PROFESSIONAL EXPERIENCE

COMCAST BUSINESS– Horsham, PA

CUSTOMER SERVICE RETENTION SPECIALIST, 06/2016-11/2017

- Handling all inbound calls regarding disconnection or downgrading of service
- Proactively retained customer business through effective use of campaigns such as customer satisfaction surveys, contract renewals, or other initiatives.
- Processing requests for technical support and schedule technician service calls.
- Providing consultation and tailored packages to fit business telecommunication needs.

HARTE-HANKS– Langhorne, PA

LICENSED HEALTH & LIFE INSURANCE PRODUCER, 11/2014-06/2016

- Handling all inbound calls regarding Medicare and H&W benefits for members 65 and over
- Processing requests for phone enrollment and processing requests for in-home visits with a licensed broker/outside sales agent
- Processing requests for literature, enrollment forms and detailed benefits information
- Providing detailed benefits offerings per geographic area upon request

USI AFFINITY– Philadelphia, PA

CUSTOMER SERVICE REPRESENTATIVE, 10/2012-03/2014

- Handle all inbound and outbound client calls, including determining the nature of calls, research taking necessary actions, completion of forms and follow-up as needed.
- Support assigned team in new business case implementation and/or assistance as needed with set up of ancillary accounts, FSA, HRA, HSA, Cobra and other such related Health & Welfare products and services.
- Implemented reporting procedures and internal client audits to ensure compliance and billing reconciliation.
- Quoting and spread sheeting for upcoming renewals and new business.
- Processed Enrollment/Changes/ Termination request for over 500 clients and managed escalated claims issues.