Robin Fain

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| 4110 Merrifield Drive | 334-267-1630 | bowie4life2017@gmail.com Highly motivated professional with experience providing exceptional customer service in healthcare setting. Proven history of successfully managing patient accounts, resolving issues and promoting patient satisfaction.  |
| Expert in utilizing interpersonal skills to build relationships and foster trust with patients. Exceptional ability to manage multiple tasks and adapt quickly to changing situations. |
| ExperinceApril 2018 – Present Optum Care Advocate II| United Healthcare| Remote Utilized problem solving techniques to address challenging cases in a timely manner. Monitored client progress through regular assessments of physical, mental, and emotional status. Created detailed case notes to document progress in client care plans. Feb 2015 – March 2018 Claims Adjuster| Sedgwick| Remote Evaluated claims and performed investigations to accurately assess damages and liabilities. Corresponded with clients, claimants, and providers to finalize and close claims. Negotiated claim settlements with third parties to obtain agreed prices of damages. Evaluated degree of liability exposure through investigation tactics. Examined claim forms and other records to confirm coverage for loss or damage.May 2005 – Jan 2015 Sewing Machine Operator| American Apparel Selma Al Performed general maintenance and repair. Met deadlines while maintaining high quality deliverables. Responded quickly to meet customer needs and resolve problems. Focused on learning new skills and staying updated with industry changes. Troubleshoot minor problems and reported larger technical issues.  |
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| EducationChancellor, Alabama Community College System | Selma AlHigh School Equivalency Diploma Skills* Infection Control
* Dental Assistant
* Phone Etiquette
* Dental Receptionist
* Retail Sales
* Data Entry
* Medical Records
* Insurance Verification
* Computer Skills
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