**[Customer Service Marketing Specialist](https://www.postjobfree.com/resume/ad2ss9/customer-service-marketing-richmond-va)**

**Location:**Richmond, VA

**Posted:**January 15, 2024

**Contact Info:**

dymndt1@msn.com

540-526-8094

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**Resume:**

DS

DANIELLE R. SHORTER

dymndt1@msn.com (540)526-8094 Richmond, VA 23223

Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Customer Service

Attention to Detail

Implementation Management

Customer Assistance and Support

Telephone and Email Etiquette

Customer Communication and Empathy

Organizational Skills

Delta Dental of VA Roanoke, VA

Group Implementation Specialist

01/2013 - Current

Appoint brokers in the state of VA for Dental and Vision Process Agent of Record Changes and Book of Business Changes Process Terminations received from the Bureau of Insurance Assist with sending out commission reports and answering commission related questions

Assisted with the implementation of our new system Assisted with the Implementation of Individual Dental and Vision Process and Load Small and Large Groups for Sales Team Assist with the training of new Team Members.

Assist Sales Reps

Load new Small and Large Groups

Process Group Renewals

Create and Issue Contract Documents

Delta Dental of Virginia Roanoke, VA

Marketing Clerk

09/2009 - Current

Supports Marketing Specialist and Marketing Sales with development and Delivery of Marketing Materials, Beneﬁt Summaries, and Renewals Responsible for mailing and handling of Marketing materials in a timely and accurate manner

Maintains provider list as well as routine supply materials needed by Department

Responsible for group changes and terminations

Answers Marketing telephone calls and acts as a back-up to the Receptionist.

Carilion Clinic Roanoke, VA

Patient Access Financial Representative

03/2005 - 10/2008

Register patients for all outpatient and inpatient medical services Obtain and verify all authorizations and certiﬁcations required by insurance for all radiological and surgical procedures Provide all uninsured patients with ﬁnancial assistance forms Update all demographic information on new and reoccurring charts. Summary

Skills

Experience

Explained insurance policy details to customers, including coverage amounts, exclusions, riders.

Anthem BCBS Roanoke, VA

Administrative Clerk II

01/1999 - 01/2005

File and document all medical records for Anthem BCBS members Answer and categorize all incoming calls ensuring all calls are properly transferred to the correct department

Enter data from all forms received from persons applying for medical coverage

Provide current updates to brokers and customers concerning the status of applications.

Performed data entry duties to update client information in databases. Organized and maintained ﬁling systems both electronically and manually. Provided assistance to other departments when needed. Maintained records and personnel ﬁles to drive administration and oﬃce support.

Delivered exceptional customer service through direct communication with clients and team members.

Performed oﬃce automation duties using email, desktop publishing and spreadsheets.

Processed incoming mail and packages and placed envelopes in bins for employees.

Virginia Union University Richmond, VA

Bachelor of Science in Biological Science

Expected in 05/2025

William Fleming High School Roanoke, VA

High School Diploma

06/1992

East Tennessee State University Johnson City, TN Some College (No Degree) in Biological Science

Community activities, Active member Loudon Ave Christian Church, Loudon Ave Christian Church Choir, Recreational League Football/Basketball Parent Association member Education and Training

Interests