

Shaquira Pierce

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Professional Summary

Dedicated and versatile professional with experience in claims examination, annuities, loss mitigation, and program leadership. Proven ability to support diverse populations, including adults with intellectual disabilities, and to lead teams in educational and recreational settings. Adept at problem-solving, process improvement, and providing exceptional service in fast-paced environments. Seeking to leverage a broad skill set and leadership capabilities in a dynamic and impactful role.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Claims Examiner

Blue Cross Blue Shield- Kelly Services-Tulsa, OK

August 2024 to Present

Process and adjudicate health insurance claims efficiently while ensuring compliance with policies and regulations.

Conduct detailed reviews of documentation to verify eligibility and resolve discrepancies.

Collaborate with team members to meet productivity and accuracy benchmarks.

Admissions Recruiter

CAP Tulsa-Tulsa, OK

May 2023 to December 2023

Summary:

Seven month contract with Cap Tulsa. The Admissions Clerk is primarily responsible for interacting with clients, maintaining excellent customer service, and facilitating the application process for families applying to the Early Childhood Program. This position provides comprehensive data entry and support services for programs administered by Admissions & Recruitment.

Responsibilities/Essential Functions:

- Accurately enter family information into all data systems within specified deadlines, including but not limited to application interviews and data entry processes.
- Provide program information, instructions on how to apply to the program and/or waitlist status to clients who visit or call the Admissions office. Make notation of all client contacts in all applicable data systems.
- Review applications and required documents, conduct application interviews, and record detailed notes in all applicable data systems.
- Assist with processes for Family Enrollment Meetings, if requested, and complete family intake and interviews as assigned.
- Track client interactions and applications received in all applicable data

Loss Mitigation Specialist

BOK Financial-Tulsa, OK

May 2022 to February 2023

Title: Loss Mitigation Specialist – Temporary Employee

Summary:

The Admissions Clerk (temporary employee) loss mitigation specialist A professional who works with individuals or organizations to prevent or minimize financial losses. They are typically employed by banks, mortgage lenders, or loan servicing companies.

- **Assessing Borrowers Financial Situations:** Loss mitigation specialists are responsible for evaluating borrowers' financial status, including income, expenses, assets, and liabilities. This assessment helps them determine the most suitable options for borrowers facing financial hardship
- **Reviewing Loan Documents:** They review loan agreements, financial statements, credit reports, and other relevant documents to understand the terms and conditions of the loan. This information is crucial in formulating potential solutions and determining eligibility for specific loss mitigation programs.
- **Negotiating Loan Modifications:** Loss mitigation specialists negotiate with borrowers and lenders to create modified loan terms that are more manageable for the borrower. This could involve reducing interest rates, extending the loan term, or adjusting monthly payments.
- **Developing Repayment Plans:** They work with borrowers to create reasonable repayment plans that allow them to catch up on missed payments and bring their accounts back to current status.
- **Exploring Alternative Options:** When loan modifications or repayment plans are not feasible, loss mitigation specialists explore alternative options such as short sales, deed in lieu of foreclosure, or other foreclosure prevention programs. They guide borrowers through these processes and ensure compliance with relevant regulations
- **Communicating with Borrowers:** Loss mitigation specialists maintain regular communication with borrowers, providing updates on the status of their applications, explaining available options, and answering their questions. They provide guidance and support to borrowers throughout the loss mitigation process.
- **Collaborating with Internal and External Stakeholders:** They work closely with various internal teams, including underwriters, legal departments, and loan servicers, to gather necessary information and facilitate the loss mitigation.

Claims Specialist

Transamerica-Cedar Rapids, IA

June 2020 to October 2021

Primarily responsible for processing claims, negotiating settlements, verifying insurance coverage, and reviewing insurance cases.

Responsibilities/Essential Functions:

- Analyze and investigate complicated insurance claims to help prevent fraud.
- Perform detailed site inspections.
- If necessary, provide well-informed court testimonies.
- Review and process new claims reports and court verdicts.
- Uphold relationships and communication with insurance departments and clients.
- Organize and present claim review plans.
- Negotiate settlements.
- Resolve claims in a timely manner.

Team Lead

System Unlimited-Cedar Rapids, IA

May 2018 to December 2020

Title:TeamLead

Summary:

The primary Lead duties include grocery shopping, supply needs, doctor appointment transport, shift compliance checks, and supervision of skills and team efforts. With close support from the Residential

Managers, the Team Leads are generally responsible for ensuring all clients meet prescribed outcomes as defined in their Implementation Plan (IP) and compliance with applicable federal/state standards and company policies, procedures, and beliefs. The Team Lead will implement and embody a therapeutic approach based on a core belief that with proper supports, all people can be successful in community

and home settings. The Lead must provide their staff supervision to do their job duties competently and effectively.

Responsibilities/Essential Functions:

- Driven and determined to assure all policies and procedures are correctly followed.
- Learn quickly, work efficiently, and handle a variety of activities within defined job scope.
- Provide team with a positive, supportive learning environment that promotes quality.
- Maintain and monitor the cleanliness and functionality of the homes with schedules.
- Preserve company property, resources, equipment, and vehicles and client account funds.
- Attend all team meetings and provide input for objectives, needs, and progress.
- Be the Direct Care Role Model.
- Provide direct care for individuals in the home/community insuring their safety and freedom.
- Assist individuals with daily self-help skills (medical, hygiene, nutrition, etc), as needed.
- Provide safe transportation services and promote positive social interactions and engagement.
- Work with support specialist, therapists, and nurses to ensure compliance and understanding.
- Complete, monitor, and submit all documentation and reporting in a timely, accurate manner.
- Adhere to friendly interactions with the families and guardians and all company staff.

Paraprofessional

St. Mark Youth Enrichment-Dubuque, IA

April 2014 to May 2017

Title: Paraprofessional

Primary duties were the Before and After Care program, working with all age groups focusing on building reading skills and working on STEAM projects.

Responsibilities/Essential Functions:

- Assists with individualized student instruction using lessons developed by the teacher.
- Assists with supplementary work for students and supervising independent study.
- Reinforces lessons with small groups of students.
- Provides assistance with individualized written and oral materials.
- Assists the teacher in observing, recording, and charting behavior.
- Implements positive behavioral management strategies as directed by the teacher.
- Assists with preparation of materials for use in specific instructional programs.
- Accompanies students from the classroom to resource rooms and other programs.
- Monitor students in the cafeteria, and playground type setting.
- Assists students with personal care and hygienic care.
- Sets up and maintains special classroom equipment and learning centers.
- Assists with the supervision of students during emergency drills, assemblies, play periods, and field trips.
- Alerts the teacher to the special needs of individual children.
- Assists students with transition activities.
- Follows the legal and ethical standards of confidentiality of information.
- Develops cooperative and functional relationships with district staff and the public; maintains consistent and punctual attendance; ensures job responsibilities are met competently and within established deadlines.
- Assists with special projects.
- All other duties as assigned by the administrator.

Education

Business Administration (Associate's degree)

Tulsa Community College-Remote

Present

High school diploma

Hempstead High School-Dubuque, IA

May 2014 to May 2017

Business Administration (Bachelor's degree)

High school diploma or GED

Skills

- HIPAA
- Sales
- Administrative experience
- Microsoft Outlook
- Supervising experience
- Documentation review
- Microsoft Word (10+ years)
- Teaching (5 years)
- Social work
- Care plans
- Mental health counseling
- Interviewing
- Office management
- Front desk
- Accounting
- Organizational skills
- Computer skills
- Customer support
- Data entry
- Microsoft Excel
- Case management
- Recruiting
- Medical billing
- Customer service
- Banking
- Technical support
- Typing

- Cooking
- Communication skills
- Applied behavior analysis
- Medical terminology
- Microsoft Powerpoint
- Business development
- Leadership
- Computer hardware
- Microsoft Office
- Financial services
- Emailing
- Google Docs
- SharePoint
- Preschool experience

Certifications and Licenses

Driver's License