

# Gabrial Bostaph

Muskogee, OK 74403 | 8136687337 | gabbygibson030@gmail.com

**Energetic and performance-driven CAR III with 5 years of experience improving customer satisfaction. Comfortable in an office setting and experienced in multitasking while holding multiple responsibilities throughout the office itself. Excellent communication and interpersonal skills and highly experienced throughout all Microsoft platforms. I am a very quick learner and expect nothing but the best from myself. I take pride in the work I do and will always be my biggest critic. I believe that is what makes me the best fit for this position.**

## Skills

- Account Management
- Microsoft Outlook (4 years)
- Microsoft Word
- Leadership
- Medical Billing
- Document Review
- Data Entry
- Typing (60 WPM)
- Organizational Skills
- Management
- Computer Skills
- Presentation Skills
- Public Speaking
- Time Management
- Money Management
- Filing
- Analysis Skills
- Efficient
- Accurate

## Work History

### **Customer Associate Representative III**

*Oklahoma State Department of Health, Wagoner, OK | May 2024 - Current*

- Work as a front-desk clerk ensuring that files and paperwork are completed.
- Verify identification for HIPAA purposes for all services requested.
- Set the foundation of the building by being the first contact to the client and assisting as necessary.
- Engaged customers on phone by greeting them, answering questions on services and asking questions to identify needs.

- Recommended services/resources to customers based on specific needs and explained the services that we offered.
- Filing, data-entry, chart formation accuracy, preparing files, being sure to have the correct answers.

### **Assistant Account Manager**

*Premier USA, Muskogee, OK | January 2024 - April 2024*

- Anticipated clients' needs by staying in touch on a regular basis.
- Interviewed potential candidates, conducted drug screenings, assigned new hire paperwork and checked for completion.
- Entered customer data into database
- Applied leadership and time management skills throughout the day when business peaked to ensure everyone was helped and satisfied.
- Worked on call to ensure staffing needs for clients were met.

### **Claims Lead Specialist**

*Medica Health Plans, Minneapolis, MN | July 2021 - December 2023*

- Cross-trained on benefits, claims, pharmacy, and strategic accounts
- Managed a personal claims team
- Reviewed claim adjustments to ensure correct processing
- Ability to multitask throughout the call/email to satisfy members' needs
- Ordered documents for members via Outlook from our letter department
- Worked hand in hand with other departments to reprocess medical claims
- Revised and reviewed documents to confirm accuracy in information
- Researched pharmaceutical drugs and what they are used for; pricing.

### **Office Manager/Patient Services**

*First Choice Home Health Care LLC, Tampa, FL | August 2018 - March 2021*

- Operated computers, telephones, and printers daily
- Booked appointments
- Responsible for scheduling
- Handled medical billing errors
- Answered inbound calls and emails
- Filed/entered customer records
- Handled cash for payments
- Responsible for the check-in and out of patients
- Reviewed medical referrals/authorizations
- Verified patients' insurance.

### **Assistant Manager**

*Strawberry Hut, Plant City, FL | October 2017 - August 2018*

- Supervised shifts
- Made sure customers were satisfied
- Placed product orders for the week
- Closed/Opened the store
- Counted down drawers during closing
- Tipped out delivery drivers/counted money bags

- Did store/product counts.

## **Education**

High School Diploma May 2019  
Plant City High School, Plant City, FL

## **Certifications**

Driver's License

## **Personal Information**

Title: Customer/Data Specialist