

Pauline S Lipp

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Objective

To utilize my past experiences for the benefit of both the Employer and my own personal achievement and growth.

Skills

Typing approximately 50 WPM: 10-key adding machine by touch: Excel: Word: Windows: Lotus: Outlook and Maatrix: TAM: Applied Systems, EMR Greenway Primesuite, Quickbooks, Employee Navigator

Education

Weber High School

High School Diploma: Ogden, Utah

Contractors Licensing School

Licensed Life & Health: Las Vegas, NV

October 1998

Licensed Property & Casualty: Las Vegas, NV

March 2001

Experience

Cragin & Pike:

Benefits Account Assistant

June 2015 to Current

Responsible for processing all enrollments, changes and terminations with carriers for all benefit clients. Request renewals from all carriers and set up renewal files for four account managers. Spreadsheet renewals, assist with client claims resolution,, order employee ID cards and put together new hire packets as requested by account managers. Answer client phone calls and handle all client billing issues. Cover for receptionist on front desk when needed.

Allstate Insurance Company

Administrative Assistant/Agent

September 2013 to June 2015

Answer phones, resolve customer service issues, quote new business, process new business and process policy terminations. Weekly review and follow up of customer payments. Process customer payments, make deposits and follow up on all reported claims. Make sure office supplies are stocked and clean office.

Ob/Gyn Medical Office

Front Office Administrative Assistant

October 2009 to August 2013

Answer phones, schedule appointments, verify insurance eligibility, collect copayments and deductibles, set up ob payment plans, order office supplies, daily general office clean up, work patient collect lists, handle all in house billing issues, handle patient refunds, process staff payroll, pay vendors, credentialing and re-credentialing of provider, maintain all provider and staff licenses up to date and active. Handle new hire processing and paperwork and employee benefit package maintenance. Handled all weekly bank deposits for vendor and patient payments, main point of contact for billing issues with EMR system provider.

Alliant Insurance Services

Account Manager

July 2008 to August 24, 2009

Wells Fargo Insurance Services

Account Manager

May 2008 to July 2008

Kaercher, Campbell & Associates

Property & Casualty Commercial Accounts Representative

October 2006 to February 2007

Benefits Account Manager (moved within company to this position)

February 2007 to May 2008

Mercer Health & Benefits

Benefits Account Manager

September 2002 to October 2006

Brown & Brown

Property & Casualty Account Manager

September 2001 to August 2002

References: Vanessa Washington (702)460-6348,Michelle Poage (702)595-8622,Sheri Martin (702)738-6626
