
Advocacy Manager Resume

Job Objective

Searching for an Advocacy Manager company that needs help in restoring their success by hiring management who will work diligently for them.

Highlights of Qualifications:

- Admirable experience in providing optimal customer services in a healthcare environment
 - Outstanding knowledge of healthcare organization
 - Immense ability to negotiate and manage all conflicts
 - Exceptional ability to analyze and recommend client provisions
 - Good computer systems and associated applications
 - Proficient in interpreting various medical plans
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Professional Experience:

Advocacy Manager
Serco, Inc., Atchison, MO
October 2008 – Present

- Administered effective working of Call Center Advocacy Services.
- Monitored all claim and billing related issues and resolved it appropriately.
- Developed various programs and evaluated its computability for applications.
- Evaluated practices of competitor interpreted all policies and recommended required changes for same.
- Coordinated with insurance representatives, developed and evaluated programs.
- Analyzed advocacy programs and prepared strategies to implement it according to compliance.
- Performed all duties as directed by management.

Advocacy Coordinator
Immigrant Legal Advocacy, Atchison, MO
August 2003 – September 2008

- Evaluated all bills and identified requirements for developing strategies for CHI.
- Developed and reviewed various resources according to key advocacy.
- Administered projects and provided support to various initiatives.
- Performed research in various legislations, surveys and advocacy related activities.
- Maintained advocacy databases and ensured completion according to schedule.
- Recorded various systems for legislations and advocacy issues.
- Prepared presentations and other communications for publishing software.

Advocacy Specialist
Cabela's Inc., Atchison, MO
May 1998 – July 2003

- Monitored customer issues and provided comprehensive resolutions as soon as possible.
 - Maintained good working relationships with productive team and managed all internal contacts as subject matter expert.
 - Performed root cause analysis and prepared comprehensive business reports to be presented to key stakeholders.
 - Analyzed operational processes and recommended improvements to achieve all team goals and improved efficiency.
 - Evaluated process and resolved all issues within required time frame.
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Education:

Bachelor's Degree in Community Health Education & Advocacy
Florida Atlantic University, Boca Raton, FL

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