

Sarah Weaver
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PROFILE:

Accomplished professional with 12 years of experience. Ability to communicate effectively with individuals across all levels of an organization. Self-driven team member with strong organizational skills and attention to detail.

PROFESSIONAL EXPERIENCE:

Delta Dental, Mechanicsburg, PA/ October 2020- Present

Billing Specialist

- Reconcile Group Accounts
- Work Accounts Receivable and Unapplied Cash Reports.
- Answer phones- Groups, Broker, Members.
- Answer emails within 24 hours for groups and brokers.
- Research- Issues with Reconciliations and enrollments.

United Concordia, Harrisburg, PA/ May 2015 – October 2020

Enrollment/Billing Specialist, December 2016 – October 2020

- Help Customers by walking through online Portals over the phone.
- Take payments over the phone
- Applied implementation Credits for Groups.
- Answer emails within 24 hours for groups and brokers.
- Research-Issues with reconciliations enrollments.

Level 2 Customer Service/Member and Provider Specialist –

May 2015 – December 2016

- Answered phones for members and assisted with claims, benefits, and other issues with the member or provider portal.
- Reprocessing claims, updating providers (HMO), and creating and sending various letters.
- Callbacks for surveys (Members are requesting callbacks due to an issue not being resolved) and other projects requested by management.
- Research- Issues with Enrollments, Claims, and survey calls.
- Activities Committee Member- Assisted with coordinating customer service week and fundraising events.

Central Pennsylvania Rehabilitation Services (CPRS), Harrisburg, PA/ August 2013-May 2015

Physical Therapist Aide

- Provided Demonstrations for patients with Therapist Supervision.
- Wellness Coordinator- Setup patients on wellness programs, assisted with exercises and made sure patients were using correct machines properly. Processed payments for patients. Worked to complete payment transactions and reached out to patients who were MIA.
- Office Assistant- Checked patients in/out, scheduled appointments, processed payments. Assisted with referrals for insurance, filing, and other small projects requested by management.
- Research- Exercises to give to patients or wellness members.

Advantage Sales and Marketing, Harrisburg, PA/ May 2010- Aug 2013

Business Account Administrator

- Reconciled
- Answered phones from Business Development Managers and Groups.
- Researched- Audit requests
- Created Sales- Ahold, AWI, Weis, and Redner's Coups or Bonus Buys.
- Assisted with company events.

EDUCATION:

Central Penn College, Summerdale, PA

B.S., Corporate Communications- Expected Graduation Dec 2022

- Gamma Beta Phi- National Honors Society Member since Dec 2021

Harrisburg Area Community College, Harrisburg, PA

General Studies 2005-2007

Additional Skills

Efficient with Microsoft Programs – Outlook, Word, Excel, PowerPoint, and Access

Certifications

Content Marketing Certification- HubSpot Academy May 2020-Jun 2022

Inbound Marketing Certification- HubSpot Academy May 2020-Jun 2022

Social Media Strategy Certification- HubSpot Academy May 2020-Jun 2022