

ANGELA FREELAND

REMOTE CUSTOMER SUPPORT
SPECIALIST

Roxton, Texas 75477

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☎ (903) 401-6100

SUMMARY

Dynamic Member and Provider Service Specialist with over 10 years of experience delivering exceptional customer service and ensuring compliance within the healthcare sector. Proficient in claims processing and adept at resolving billing and authorization issues, consistently achieving high satisfaction scores from both members and providers. Demonstrates strong skills in healthcare management and insurance knowledge, facilitating effective communication and support. Committed to optimizing service delivery and enhancing member experiences through personalized engagement and problem-solving.

KEY SKILLS

Healthcare Management
Insurance Knowledge
Customer Service
Technical Support
Claims Processing
HIPAA Compliance
CRM Systems
IT Problem-solving
Remote Work
Teamwork
Adaptability
Ability to Work Under Pressure
Effective Time Management
Microsoft Office
Computer Skills
Communication Skills
Critical thinking and problem-solving

PROFESSIONAL EXPERIENCE

Member and Provider Service Specialist WellSense Health Plan | Remote

Dec 2024 - Present

- Engaged directly with members and providers, built strong rapport, and delivered exceptional service, driving a 95% satisfaction score
- Managed benefit inquiries and supported provider credentialing while ensuring
- HIPAA compliance
- Resolved member and provider concerns promptly, consistently achieving high satisfaction ratings
- Processed claims and corrected billing and authorization issues with precision
- Documented support procedures to streamline service delivery and training
- Collected relevant data to provide accurate and efficient solutions to customer issues
- Collaborated with internal departments to ensure timely resolution and positive outcomes
- Reviewed claims to verify accuracy and completeness before submission
- Delivered detailed and accurate claim and authorization information to providers
- Handled a high volume of customer inquiries with professionalism and speed, increasing overall satisfaction

Customer Engagement Specialist Careington International Inc. | Remote

Jan 2021 - Sep 2024

- Analyzed customer profiles to match individuals with ideal insurance policies and consistently exceed sales targets
- Conducted personalized needs assessments that converted over 60% of inbound inquiries into policy sales
- Delivered post-sale support for billing, claims, and benefit verification, ensuring strong customer retention
- Identified customer needs and adapted sales strategies to drive satisfaction and loyalty

- Managed incoming inquiries, guided customers through the sales process, and provided seamless post-sale support
- Applied proven sales techniques to build lasting customer relationships and close deals
- Closed sales at a high rate, contributing to a 64% increase in overall sales performance

Assistant Manager

Sirloin Stockade | Paris, Texas

Mar 2009 - Sep 2021

- Managed daily restaurant operations, supervised front- and back-of-house staff, and resolved customer concerns to ensure service excellence
- Improved team productivity by 25% by implementing efficient scheduling practices, streamlining inventory control, and proactively managing conflicts
- Supported payroll processing, budgeting, and policy enforcement to maintain consistent and compliant operations
- Trained and mentored new team members, promoting a collaborative and high-performing work environment
- Monitored food quality, safety, and cleanliness standards to comply with health regulations and company expectations
- Coordinated with vendors to manage inventory levels, reduce waste, and ensure timely deliveries

Customer Service Representative Supervisor (Temporary Contract)

Sykes Home (Foundever) | Remote

Oct 2020 - Dec 2020

- Supervised remote customer service agents, offering coaching, feedback, and support
- Enhanced client satisfaction by 18% through quality assurance and aligning KPIs
- Optimized daily workflows and provided process improvement insights to management
- Led team to achieve performance goals and ensured adherence to company standards
- Managed real-time escalations effectively and maintained high-quality service

EDUCATION

B.S. Computer Information Systems

Southern New Hampshire University

Expected: May 2026

G.E.D.

Texas Education Agency

CERTIFICATIONS

Google IT Support Specialization - Coursera, 2025
 Technical Support Fundamentals - Coursera, 2025
 System Administration & IT Infrastructure - Coursera, 2025
 Crash Course on Python - Coursera, 2025
 Foundations of Project Management - Coursera, 2025
 Foundations in Business Intelligence - Coursera, 2025
 Google Business Intelligence - Coursera, 2025
 Foundations of UX Design - Coursera, 2025

ADDITIONAL HIGHLIGHTS

5+ years licensed health insurance agent (nationwide)
 Strong attention to detail with documented success resolving complex customer issues
 Fluent in virtual tools and adaptable across new platforms and systems