
SUMMARY

Dedicated healthcare service professional and Army veteran pursuing a B.S. in Healthcare Administration. Proven ability to manage eligibility, billing, and complex benefit issues while delivering exceptional client support. Known for ownership, collaboration, and attention to detail. Committed to providing the best-in-class service in healthcare operations.

EXPERIENCE

Imagine360, Eligibility & Billing Representative

Apr 2024 - Present

Manage member eligibility updates, enrollment processing, and billing with high accuracy and compliance with HIPAA standards. Reconcile premium payments, research discrepancies, and resolve complex billing issues. Communicate clearly with clients regarding account status, coverage details, and payment responsibilities. Collaborate with finance, operations, and partner teams to ensure timely resolution of eligibility questions and account issues. Support process improvements to optimize the client billing experience.

Imagine360, Member Services Professional

Aug 2022 - Apr 2024

Delivered multi-channel support (phone, email, portal) as a single point of contact, maintaining ownership from start to resolution. Expert in benefit administration for FSAs, HSAs, HRAs, and reference-based pricing models. Guided members through plan coverage, accumulators, EOBs, out-of-pocket maximums, and reimbursement levels. Proactively anticipated member needs, researched complex issues, and ensured resolution with minimal handoffs. Educated members on pre- and post-service expectations to enhance their healthcare experience. Resolved member complaints while adhering to HIPAA privacy rules. Completed provider research, appointment scheduling, medical record retrieval, and other non-clinical duties within compliance guidelines.

Glu Hospitality, Security (Contract)

May 2021 - Feb 2022

Delivered customer-focused security and guest service at multiple venues. Patrolled facilities, performed security checks, and provided patron escorts. Maintained a safe and welcoming environment for all guests.

United States Army, Infantryman

Aug 2013 - Dec 2016

Awarded the Army Commendation Medal for outstanding performance supporting Atlantic Resolve and Combined Resolve V with NATO in Eastern Europe. Led a fire team during situational training exercises and dismounted battle drills. Conducted multinational training operations in Bulgaria with allied foreign forces. Adapted quickly and performed under high-pressure conditions during intensive training cycles at Fort Stewart. Provided tactical and technical expertise that contributed to mission success.

EDUCATION

Southern New Hampshire University

Bachelor of Science • Healthcare Administration

Bloomsburg University of Pennsylvania

Bachelor of Arts • Criminal Justice • 2017 - 2021

Pacific West Academy

Executive Protection Specialist • May 2019 - Jul 2019

LICENSES & CERTIFICATIONS

CA-BSIS Guard Card

Arrest and Control

CPR & AED Certified

Chemical Agent Certificate

School Security Guard SB-1624

BSIS Exposed Firearms Permit — CA

Taser/Chemical Agents