

ALEXA-GAIL MCCARTHY

LOCATION: Salem, NH 03079

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Education

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Arts - Graphic Design and Media Arts w/ 3D Modeling concentration

QUINCY COLLEGE

Associate in Science - Nursing

Work Experience

BLUE CROSS BLUE SHIELD OF MA

(November 2016-Present)

- Quality Assurance
- Direct pay enrollment
- Connector enrollment
- Customer/Employer services
- Completing assigned work queues
- Documentation
- Data Entry
- Demographic and insurance verification
- Working knowledge of Corporate Products
- Call Management:
 - Member interaction
 - Healthcare provider interaction
- Interdepartmental relations
- Relaying benefits, claims, and referral information

DANA FARBER CANCER INSTITUTE

(December 2013-October 2016)

- Customer service
- Demographic, insurance, and referral input and verification
- Documentation
- Phone skills/Patient interaction
- Insurance company interaction from provider point of view
- Completing assigned work queues

SOUTH SHORE BANK

(July 2012-April 2014)

- Customer service
- Phone skills
- High quantity money management

ROCHE BROTHERS

(November 2003-June 2012)

- Customer service
- Instructing and guiding peers

Scholarships/Awards

NATIONAL HONORS SOCIETY

- Alpha Sigma Lambda

MASSACHUSETTS DEPARTMENT OF EDUCATION

- Adams Scholarship Award

NATIONAL HEALTHCARE ASSOCIATION

- Certificate of Occupational Proficiency in Patient Care

Skills

COMPUTER

- Microsoft Word, Microsoft Excel, 60 wpm average, varying data entry systems for hospitals/EMR
- Adobe: Photoshop, InDesign, Illustrator
- Autodesk: 3DS Max, Mudbox
- CPR Certified

References available upon request.

