Janelle Cabrera

Phoenix, AZ · janelle.cabrera@example.com · (602) 555-0153 · linkedin.com/in/example-janelle-cabrera

My Key Qualifications

- Currently handling **high-volume inbound member and provider calls** on benefits, eligibility, claims status, and billing at Banner Health.
- Averages **84% first-call resolution** on routine eligibility, claims, and billing questions using call scripts and knowledge base articles.
- **Salesforce Service Cloud** for documenting call reason, resolution steps, and follow-up on every interaction, with QA documentation scores raised from 88% to 95% in five months.
- Verifies caller identity and follows **HIPAA procedures** for protected information on every call.
- Cut **after-call work from 2.8 to 1.9 minutes** over 8 weeks using note templates and screen organization.
- Built a **bilingual English/Spanish call guide** and escalation flow for a campus clinic front desk, cutting handoff time 18% in a pilot.
- Uses **Avaya** phone systems plus Excel and Outlook in daily work.

Experience

Call Center Representative I — **Banner Health**, an Arizona health system and insurance services provider

Aug 2025 – Present · 1 yr 3 mos

- Answer high-volume inbound calls from members and providers on eligibility, claims status, plan benefits, and billing, and escalate claim disputes and system issues to senior representatives when needed.
- Resolved routine eligibility, claims status, and billing questions on first contact using call scripts, knowledge base articles, and standard operating procedures, averaging 84% first-call resolution across the last 3 months.
- Verify caller identity and handle protected health information in line with HIPAA procedures on every call.
- Documented call reason, resolution steps, and follow-up in Salesforce Service Cloud, raising QA documentation scores from 88% in the first month to 95% by month 5.
- Cut average after-call work from 2.8 minutes to 1.9 minutes over 8 weeks by using note templates and organizing claim and eligibility screens before each call ended.

Education

- **Arizona State University** — Bachelor of Science in Health Care Coordination · 2021 – 2025 · Relevant coursework: Health Insurance and Reimbursement, Medical Terminology, Health Information Systems, Customer Service in Health Care

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Projects

- **Bilingual Member Call Guide**
  Created a bilingual English/Spanish call guide and escalation flow for a campus clinic front desk to standardize responses to common insurance and billing questions. Cut average front-desk handoff time by 18% during a 4-week pilot.
  Tech: Microsoft Word, Microsoft Excel, Process Mapping
- **Student Claims Inquiry Tracker**
  Built an Excel-based call-quality and inquiry tracker for a student team project serving a local nonprofit health program, categorizing benefits, claims, and follow-up issues. Improved issue categorization accuracy from 76% to 91% in the final review.
  Tech: Microsoft Excel, Salesforce, Data Validation

Skills

- **Contact Center & Insurance Operations:** Salesforce Service Cloud, Avaya, Eligibility Verification, Claims Status Support, First-Call Resolution, QA Documentation, HIPAA
- **Microsoft Office:** Microsoft Excel, Microsoft Outlook