

Suzanne S Collier

1552 W Miracle Mile #79, Tucson AZ 85705 • Phone: (360) 932-1445 ● email: suzi.collier1935@gmail.com

Professional Summary

I am an Administrative Support Professional dedicated to providing the utmost of standards delivering compassionate client care and services. With 18 years experience as an Office Manager for a Representative Payee Service in Tucson AZ. I am accustomed to working in a fast-paced and demanding environment. I thrive in positions that require organization, accuracy, and troubleshooting. I bring my ability to serve a variety of clientele with sensitivity and compassion. My skillset includes: Bookkeeping, Insurance, Finance, Data and File Management, Customer Service, and Complaint De-escalation.

Skills and Knowledge

- MS Office & QuickBooks Proficient
- Data Analysis and Reporting
- Digital and Hardcopy Records Management
- Compliance and Regulation Adherence
- HIPAA compliant
- Staff Management & Support

Specialized Fields of Experience

Client Advocate

Provide compassionate and sincere client assistance to meet the client's needs. Advanced research experience across multiple databases and using both internal company and external resources to resolve member issues. Experienced in rapid re-housing procedures. Benefit Eligibility Specialist who is adept at applying, renewing, or reinstating member benefits from local, state, and federal sources. Reviewed member's monthly statements, answer billing inquiries, and devise individualized budgets to fit member needs. Provided telephonic case management to assist member with maintain access to providers, services, care, and support.

Administrative and Operational Support

Excellence in managing all office administration responsibilities. Strong organizational and multi-tasking with the ability to manage company expenses, maintain accurate and current licensure, insurance, and certifications. Oversee completion and timely delivery of reports and requested documentation to the appropriate party. Provide HR support and training for both employees and volunteers to ensure agency policy and procedure compliance and adherence with state and federal confidentiality requirements. Specialized in annual account audit preparation. Confident and Poised Client Liaison with experience facilitating communication between agencies, members and any outside support providers. Confidently handle both high call volumes and high traffic while providing fast and friendly customer service

Professional Experience:

2018 - 2019 Deli Service Clerk, Safeway - (Tucson, AZ) -

Set up branding displays throughout deli area. Prepared samples of deli items on sale. Prepared hot foods for the Deli throughout the day. Maintained a clean and organized work area.

2016-2017 - Member Advocate for Unitedhealthcare, Customer Contact Channels - (Tucson, AZ) -

Received recognition for consistently meeting established productivity, schedule adherence, and quality standards. Provided members with United Healthcare Medicare Complete plans manage and understand their benefits. Resolved member's complex concerns through, research, contacting providers, requesting authorizations, scheduling appointments and assisting with claims.

2013-2014 - Guest Hospitality Host and Events Coordinator, Holiday Inn Express - (Show Low, AZ)

Assisted Hotel Guests with checking in. Aided guests with directions and recommendations. Managed and maintain accurate calendars for all conference and special events booking. Office Assistant responsible for logging all orders for tracking and budget forecasting.

2002-2013 - Office Manager and Client Support Specialist, Above & Beyond Rep Payee, Inc. - (Tucson, AZ)

Facilitated all Administrative and Operation tasks daily, managing agency accounts, records management, and served as Administrative Assistant to the Executive Director. Assisted staff with providing individual services to 500+ with management of their disability and retirement benefits. Ran daily reports and prepared presentation. Facilitated communications with various case management, government, and community agencies for coordination of services.