

Ashley Melvin

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Professional Summary

Seeking a data entry position where my fast and accurate typing skills together with solid database management knowledge will contribute to the company's success.

Authorized to work in the US for any employer

Work Experience

Caregiver

Dimensional phases-Dayton, OH

September 2024 to Present

Assist in providing care and support to residents in a residential setting, often for individuals with disabilities, mental health conditions and normal others. These roles can range from direct care staff to managerial positions.

Direct Care:

- Supervising residents and ensuring their safety and well-being.
- Assisting with daily living activities like bathing, dressing, meal preparation, and medication management.
- Monitoring resident progress and documenting observations.
- Providing emotional support and facilitating social interactions.
- Facilitating recreational and educational activities.
- Administering medications as prescribed.
- Responding to emergencies and crisis situations.
- Coordinating with healthcare professionals and other support staff.

CSR - Customer Service Representative

AES OHIO-Dayton, OH

December 2023 to July 2024

- Provided exceptional customer service by promptly and effectively addressing customer inquiries, concerns, and complaints
- Maintained a high level of professionalism and empathy while interacting with customers to ensure a positive experience
- Managed a high volume of incoming calls and emails, consistently meeting or exceeding performance metrics for response time and resolution
- Utilized CRM software to accurately document customers interactions, ensuring comprehensive records for future reference
- Proactively followed up with customers after issue resolution to ensure their satisfaction was maintained over time.

Medicaid Specialist

Elevance Health-Tampa, FL

November 2022 to December 2023

- Answering calls & working directly with members, clients to resolve urgent issues.
- Assisting members & providers with eligibility, pre certification & benefit questions.
- Advising of claim status, processing & adjudicating medical claims.

Answer inquiries via email for members.

Data Entry

Ready Refresh Nestle Waters-Tampa, FL

April 2022 to September 2022

- Enter data based on tickets received from field technicians dropping off orders to business.
- Make excel spreadsheets to keep track of couriers and routes.
- Count monthly inventory to make sure data and finances match.
- Meet quota of entering 500 tickets daily.
- Manage the general mailbox with other duties to assist in keeping our workload to a certain minimum.

Claims Processor

Anthem, Inc.-Tampa, FL

June 2021 to August 2021

- Recode and process claim forms for payment ensuring all information is supplied before eligible payments are made.
- Researches and analyzes claims issues.
- Document changes to accounts/claims.
- Reissue payments

Customer Service Representative

Inktel Contact Center Solutions-Tampa, FL

May 2020 to August 2020

- Working directly with clients to resolve urgent issues.
- Assist with orders and questions regarding vendor accounts
- Search and advise of order requests fulfilled .
- Re work of closed orders
- Verifying payments for orders.

Social Media Analyst

Cognizant Technology Solutions-Tampa, FL

November 2017 to February 2020

Responsibilities:

- Become and remain knowledgeable about Leading social media products and community
- Make well balanced decisions and personally driven to be an effective advocate for our community
- Strong interpersonal skills, verbal and written communication skills and most importantly empathy
- Investigate and resolve issues that are reported on social media such as requests for account support and reports of potentially abusive content
- Respond to user inquiries with high quality, speed, empathy and accuracy
- Use market specific knowledge, signals and insights to spot and scope scalable solutions to improve the support of our community of users
- Gather, analyze and utilize relevant data to develop ways to improve the overall user experience on the site

Benefits Administrator

Leading edge administration-Tampa, FL
June 2016 to March 2017

- Answering calls & working directly with members,clients to resolve urgent issues.
- Assisting providers with eligibility, pre certification & benefit questions.
- Re work of claims.
- Advising of claim status,processing & adjudicating medical claims.
- Verifying payment to providers.
- Answer inquiries via email for providers.

HR Benefits Advisor II

Coca- Cola Company I-Brandon, FL
February 2014 to May 2015

- Receive inbound calls from Coca-Cola associates in regards to their benefits. Roughly 50-70 calls daily.
- Provide accurate information in regards to (Time off, 401k, payroll, Reimbursements etc.)
- Make changes to existing coca -cola employees benefits & coverage.
- Document each case with detailed notes & summary of call.

Education

High school

Arise Academy-Dayton, OH
August 2004 to June 2009

Additional Information

SKILLS AND QUALIFICATIONS:

- Computer proficient in MS Word
- Typing W.P.M. (40+)
- General Medicare Tier 1 Certified
- Medicare Ethics & Compliance