**SHANNON D. CARPENTER**

**530 Oak Lane, Jacksonville, NC 28540**

**Website http://shannondcarpenter.weebly.com**

**910-581-8944 [sdcarp75@yahoo.com](mailto:sdcarp75@yahoo.com)**

**AREAS OF EXPERTISE**

**Customer Service:**

* + - Empowered members with correct knowledge of their health insurance benefits.
    - Resolved complaints through telephone, written, and face-to-face communication.
    - Reassured clients throughout the investigation and settlement process of personal injury, wrongful death, nursing home neglect/abuse, and medical malpractice legal proceedings.
    - Encouraged middle school student participation in school band programs by hosting rental drive meetings to educate parents and students about opportunities to own instruments and proper maintenance of the instruments.

**Operations:**

* Collaborated with senior representatives of other specialty departments to ensure smooth workflow and efficient department operations.
* Accountable for all operations of specialty medical review team.
* Ensured smooth operations by supporting executive team.
* Facilitated efficient workflow of team by assigning daily workload and new cases to the appropriate personnel, scheduling training, answering questions, and processing paperwork.
* Implementation of collections tracking system resulting in higher corporate scores.
* Performed administrative tasks such as filing, developing spreadsheets, faxing reports, photocopying and scanning documents for inter-departmental and corporate oversight and review.
* Created and maintained status reports to provide management with updated information for client projects.
* Created and maintained negative sales report for tracking of fraudulent inventory corrections, resulting in the finding of over $400,000 of inventory deficiencies.

**Employee training and development:**

* + - Responsible for recruiting and training of new appeals team members to ensure continued quality of customer service.
    - Recorded and filed employee annual evaluation information.

**EXPERIENCE:**

***Medical Records Review Legal Assistant*** 9/2012-present

Richard A. Mu, Brumbaugh, Mu, & King

112 Old Bridge Street, Jacksonville, NC 28541

Supervisor, Jenna M. Kemp, 910-455-4065

***Assistant to Math and Natural Science Division Secretary*** 5/2012-9/2012

Coastal Carolina Community College

444 Western Boulevard, Jacksonville, NC 28546

Supervisor, Andrea Wilmouth, 910-938-6328

***Senior Reconsideration, Appeals, and Medical Review Specialist*** 3/2007-5/2011

***Federal Employee Program***

Highmark WV Blue Cross Blue Shield

PO Box 1948, Parkersburg, WV 26102

Supervisor, Heidi Jones, 304-424-7792

***General Manager*** 11/2005-9/2006

Brook Mays Music dba McFadyen Music, Jacksonville, NC

The company went out of business 9/2006

***Subcontracted Trainer*** 8/2005-11/2005

Brook Mays Music, dba McFadyen Music , Jacksonville, NC

The company went out of business 9/2006

***Corporate Inventory Audit Controller*** 6/2005-8/2005

Brook Mays Music, Dallas TX

The company went out of business 9/2006

***Asset Control Coordinator*** 10/2001-6/2005

Brook Mays Music dba McFadyen Music, Jacksonville, NC

The company went out of business 9/2006

**EDUCATION:**

***Coastal Carolina Community College*** Graduated May 18, 2013

Associate in Applied Science. Medical Office Administration

***Graduated with Honors***

**EXTRACURRICULAR ACTIVITIES:**

Vice President of Records Phi Theta Kappa International Honor Society.

Co-Founder Professional Administrative Leaders.

Member Student Government Association.

Chosen as student instructor for the BCBS FEP section of Health Insurance and Billing class.

Selected to be one of six student representatives on panel for hiring full time Business Technologies Department instructor.

Selected to be one of six student representatives on panel for hiring full time Math Department instructor.

Member Jacksonville, Onslow, Camp Lejeune chapter of International Association of Administrative Professionals.