

Andrea B. Mackey
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China Grove, NC. 28023
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Experience Summary:

Diverse academic and business experience that includes excellent communication skills, computer proficiency and ability to transition business strategies into actions. Detail oriented ability to manage diverse environments while focusing on priorities. Excellent multitasker & flexibility to meet the needs of client.

Work Experience:

Benefits Consultant

Nov 2005 – Dec 2010

First National Insurance Agency, Pittsburgh, PA

- Coordinate and negotiate customer account management requirements with various Health Carriers
 - new account creation and/or decommission
 - establish program customer plan package
- Provide customer account management for over 50 small business clients addressing plan coverage recommendations, pricing models, handling customer service questions
- Managed coordination with field agents to address Health Care Coverage and Pricing questions
- Managed Highmark's Portal documents to ensure HIPPA compliance and security
- Developed and maintained end to end enrollment processes aligning appropriate coverage programs with specific carriers
- Maintained and expanded agent & client relationships

Benefits Administrator

Nov 1999 – Nov 2005

Penn Group Insurance Agency, Pittsburgh, PA

- Provided high quality customer service as the first point of contact for client and agent requests, questions, problems and concerns
- Managed Insurance claims adjustments for major customer accounts (questions, adjustments)
- Responsible for the relationship between agents and Health Care Carriers to ensure information flow, updates and changes were actively exchanged
- Managed and provided ongoing service to existing clients including claims & billing issues, employee changes, and retention of current clients

Customer Service Representative

Nov 1997 – Aug 1998

J.C. Penney, Pittsburgh, PA

Elementary School Teacher

Sept 1973- Jun 1988

Woodland Hills School District, Churchill, Pa.

Education:

Penn State University

May 1978

Masters Equivalency in Elementary Education

Duquesne University

May 1973

Bachelor of Science in Elementary Education