**Ashley Crump**

ashccrump@gmail.com | (470) 991-0405 | Sharpsburg, Georgia

**WORK EXPERIENCE**

**Epiphany Dermatology**  Peachtree City, GA Medical Receptionist Aug 2022 - Present

• Enjoy providing warm welcomes and registration services for patients.

• Efficiently manage communication by responding to incoming calls, emails, and messages, maintaining a high standard of patient service.

• Coordinate with healthcare professionals to optimize patient flow and streamline clinic operations, contributing to the overall effectiveness of patient care delivery.

**Group Management Services** Atlanta, GA Benefits Clients Account Manager Dec 2021 - Dec 2023 • Managed employer-sponsored insurance plans and voluntary benefits, ensuring clear communication with clients.

• Cultivated trusted relationships with key accounts, achieving over 95% client retention annually.

• Identified and capitalized on new business opportunities by understanding client benefit needs.

• Facilitated communication between clients and insurance providers, collaborating with internal teams on healthcare records and plan administration.

**Somerby of Peachtree City** Peachtree City, GA Certified Medication Aide Aug 2015 - Dec 2021 • Supervised a team of nursing assistants to provide high-quality care, meeting the needs of residents consistently.

• Managed the organization and distribution of medications, while closely monitoring patient responses and vital signs for daily health assessments.

• Facilitated effective communication channels among residents, their families, pharmacy staff, and medical professionals to ensure seamless service delivery and care coordination.

**EDUCATION**

**University of West Georgia** Carrollton, GA

Bachelor of Science, Biology Pre-Medical and Psychology Minor Jul 2013

**LICENSE**

Georgia Life, Accident, and Sickness Agent NPN 1962018 Expires March 2026

**SKILLS**

* Expertise in Client Relationship Management and Retention
* Experience with Medical Claims, FSA, HRA, and HSA Accounts
* Inbound Call Center and HIPPA Verification
* Proficient in B2B Sales and Data Analysis
* Skilled in Conducting Client Meetings With C-Suite Executives
* Experience With Cognet, Concur, SharePoint, SaaS and Clientspace Programs
* Familiarity With Javelina, Epic, and Zelis Programming
* Advanced Microsoft Office Suite Skills (Excel, Word, Outlook, PowerPoint, Teams)
* Strong Record-Keeping, Data Entry, and Data-Gathering Abilities
* Skilled in Working With Cross-Functional Teams and Brokers

**References**

**Tiffany Corbett, Assistant Reginal Manager -Epiphany Dermatology**

corbett7@hotmail.com

910-616-4858

**Felicia Barnes, Certified Medication Aide -Somerby of Peachtree City**

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(770) 842-3526

**Kelly Zeller, Manager of BAMs -Group Management Services**

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