

# Yasmine Dean

Houston, TX

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## Professional Summary

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Results-driven professional with over 7 years of experience serving in client- and customer-facing organizations across industries to provide comprehensive support and ensure individuals' sustained satisfaction with the organization and its diverse offerings. Adept at requirements gathering and issue resolution, inventory control, regulatory compliance, and conflict management. Collaborative and engaging, with a proven track record of ensuring high levels of client/customer satisfaction and retention throughout prompt, proactive service delivery.

## Work Experience

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### Medical Case Manager

InSpectre Solutions-Dana Point, CA

September 2024 to Present

- Medical Case Manager\*\*
- InSpectre Solutions\*
- Collaborate with multidisciplinary teams to coordinate referrals to specialists, therapies, and community resources.
- Maintain detailed and accurate case documentation, ensuring compliance with regulatory and organizational standards.
- Utilize problem-solving and critical-thinking skills to address complex cases and resolve barriers to care effectively.
- Managed and coordinated comprehensive care for veterans with work-related injuries or disabilities, ensuring timely and effective claims processing and resolution.
- Assessed client needs through detailed case evaluations, developed individualized care plans, and facilitated access to necessary medical, rehabilitation, and psychological services.
- Collaborated with medical professionals, insurance companies, legal representatives, and other stakeholders to ensure the optimal care and well-being of veterans.
- Provided ongoing support and guidance to veterans throughout the claims process, from filing to appeal, ensuring clear communication and addressing any barriers to claim approval.
- Ensured compliance with workers' compensation regulations, state and federal laws, and organizational policies.
- Conducted regular follow-ups with veterans to monitor progress, adjust care plans as needed, and advocate for appropriate compensation and services.
- Maintained up-to-date case records, reports, and documentation in compliance with legal and organizational standards.
- Facilitated veteran education on their rights, benefits, and available resources, empowering them to make informed decisions regarding their claims and recovery.

### Senior Claims Representative

American Family Insurance

November 2023 to Present

- Receive and document incoming auto insurance claims via phone, email, or online platforms.

- Gather accurate details about incidents, policyholders, and relevant data for claims processing.
- Evaluate reported claims for validity and completeness.
- Collaborate with internal teams to ensure seamless processing and resolution of claims.
- Provide exceptional customer service by addressing inquiries and guiding policyholders through the claims process.
- Perform technical troubleshooting and provide support for policyholders encountering issues with the web-based claims application.
- Enter and maintain accurate claims information in the company's database or claims management system.
- Ensure compliance with industry regulations, company policies, and legal requirements.
- Contribute ideas for improving the efficiency of the claims intake process.

## **Healthcare Customer Service Representative**

The Adecco Group-Remote

December 2022 to Present

- Support callers daily regarding healthcare benefits, distributing accurate, relevant information to individuals to ensure informed decision-making
- Perform appointment scheduling for # of laboratory tests, radiology exams, and specialty consultations, documenting and acquiring necessary information promptly
- Ensure the privacy and confidentiality of caller information throughout appointment scheduling, communication, and documentation
- Provide prompt, proactive resolutions for a variety of requests and issues, facilitating issue diagnostics, information evaluation, and solution delivery
- Record interactions with customers and details regarding call purposes to promote consistency in information provided and compliance with institutional procedures
- Maintain professionalism when handling conflict and escalated customer needs to promote individuals' satisfaction and retention with the organization

## **Owner/Founder**

Yaz D'Luxe Hair Co.-Houston, TX

April 2020 to January 2023

- Actualized in institutional growth by meeting and exceeding revenue quota goals month-over-month as well as year-over-year through effective customer service and support
- Managed full sales cycle from initial customer communication and engagement with the organization to product purchases, shipping, delivery, and financial transaction management, promoting high levels of customer satisfaction
- Performed continuous data analysis to determine product demand, evaluating consumer and industry trends to promote cost-effective business decision-making and planning
- Worked with a marketing budget, assessing various endeavors and opportunities to advertise products, increase customer product acquisition, and prevent gaps in profitability/revenue generation
- Ensured high levels of ROI for the organization through the creation of effective pricing strategies and innovative email and digital marketing campaigns

## **Customer Advocate**

MMC Group-Remote

January 2021 to May 2022

- Oversaw three phone lines and communicated with over 20 callers daily to ensure timely and accurate vaccination record retrieval
- Scheduled COVID vaccinations for individuals as requested and communicated program and other incentives for obtaining the vaccine to support informed decision-making and minimize the spread of COVID-19
- Sustained compliance with internal and external regulations throughout data entry, information aggregation, and policy/service communication

- Addressed and resolved all customer issues and inquiries promptly, evaluating the root cause of each issue so that solutions rendered were effective.
- Performed documentation and recordkeeping duties for customer information, confirming that information provided was entered accurately and free of errors.

### **PB Claims Examiner**

Baylor Scott & White Hospital System-Temple, TX

August 2018 to January 2020

- Consistently met all productivity, effectiveness, and customer experience performance expectations by providing prompt and accurate service delivery to customers
- Ascertained and allocated relevant data, developing management reports that contained summaries and analysis of various claim information to inform business development and decision-making
- Utilized Microsoft Excel, Salesforce, and EMR systems to provide comprehensive administrative support, ensuring the privacy and confidentiality of all customer information
- Communicated claim information to over 30 medical professionals via EPIC while maintaining compliance with all HIPAA regulations
- Provided individuals with accurate resolutions specific to claim information, evaluating information present and medical/insurance information

### **Patient Care Technician**

Providence Hospital-Waco, TX

September 2017 to June 2018

- Provided comprehensive service and support to patients within the patient care setting, maximizing individuals' satisfaction with the organization and its service offerings
- Supported the obtainment and documentation of patient information to inform strategic planning and ensure that treatment plans were effective
- Proactively addressed and resolved patient issues through continuous monitoring of conditions in addition to timely communication with medical personnel as issues arose
- Collaborated with patients and professionals throughout medical care provided, enabling patients to provide true informed consent through professionally empathetic communication and education

## Education

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### **Bachelor of Arts/Associate of Arts in Applied Sciences**

Houston Community College

### **Associate of Science in Biology**

McLennan Community College

## Skills

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- Diagnostics & Troubleshooting
- Help Desk
- Sales
- Google Ads
- Email Marketing
- Conflict Management
- E-Commerce

- Program management
- Client Retention & Satisfaction
- Customer Service & Support
- Data Entry & Analysis
- Insurance Verification
- Microsoft Access
- ICD-10
- Google Analytics
- Documentation
- Medical terminology
- Web Design  
Salesforce
- EPIC
- Issue Resolution
- Microsoft Project
- Branding
- WordPress
- Windows
- Benefits Administration
- Medical Billing
- Microsoft Outlook
- Microsoft Office
- Google Ads
- Search Engine Optimization (SEO)
- Google AdWords
- Microsoft Access
- Data entry
- EMR Systems
- Regulatory Compliance
- Medical Records Management
- Budgeting

## Certifications and Licenses

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### **BLS Certification**

### **CPR Certification**