

Francesca Bolen

Work Experience

10 years of experience working with top level management in identifying needs analysis, design, and implementation of best operational practices to furthermore accomplish service quality, customer loyalty, and business return on investment.

About me



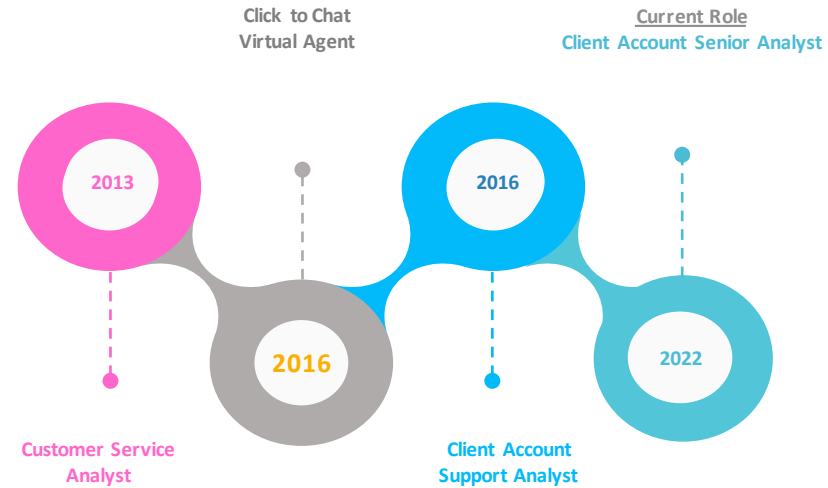
I love spending time with my family and friends. Going to concerts and outdoor activities are my favorite past times.



Fur mama to Henry Charles, my 6-month-old Chocolate Lab / German Short Haired pointer.



I enjoy traveling. One of my most favorite spots to visit is Nashville and the Smoky Mountains.



Why Client Account Support Analyst?

As a Benefit Advocate, I'm confident that with my previous experience and my current job, I'm a good fit for this role and a well-versed asset to the department and Client.



Accomplishments

- As a Client Account Support Analyst, I worked on process improvement projects to help strengthen partnerships between Cigna and their clients by ensuring we are providing the most efficient and effective services possible. Also simultaneously worked as an agent on our first virtual chat team in Scranton.
- As a Client Account Support Senior Analyst, I have proactively monitored my clients account to ensure claims are processing as expected and benefits have been implemented according to client expectations.



Top Skills / Strengths

- Client Service Excellence
- Problem Resolution Aptitude
- Effective communicator
- Eager to learn new things
- Emotional intelligence
- Analytical skills



Education & Certification

- Everglades University, Boca Raton Florida
 - Business Administration