

# Landus Evans

## Skills and Experience

Multi-line phone operation  
Microsoft Office 2013  
Auditing/Research Skills  
Policy Interpretation

Leadership and Escalation Experience  
Problem Solving  
Type 40 W.P.M  
Claims Reports and Documentation

## Employment History

### MAXIMUS Federal Services

March 2015 - Present

#### *CSR II Senior Customer Service Representative*

- One of the lead subject matter experts selected by senior management to be responsible for specialized project responsible for researching high-priority privacy issues and ensuring adequate mitigation to avoid any increased financial liability for the program
- Lead on tracking all grievances and HIPAA incidents to identify any patterns or trends related to a possible knowledge gap on the production floor and communicated this information to Senior Leadership for immediate reiteration of training materials to further develop employees
- Provides guidance, support, and hands-on impromptu training to all call center agents
- Maintain and improve quality results by adhering to standards and guidelines and recommending improved procedures
- Maintain updated knowledge by reviewing new training materials and actively participated in advanced educational opportunities by proctoring in new hire training classes

#### *CSR Customer Service Representative June 2015 – March 2015*

- Advanced training in review of medical documentation composed by Veteran Administration
- Data entry for veterans medical authorizations via information from Veteran Administration
- Established medical facility validation by entering client information and confirming location
- Communicated effectively with clientele that included veterans, providers, and Veteran Administration personnel to ensure the needs of the veteran is met successfully.
- Completed appointing process for veteran's authorizations. This includes scheduling appointments with providers, sending out necessary documentation to provider for appointment, and following up with veteran to give appointment information.
- Interpreting medical terminology, conferencing with available onsite nursing site, communicating effectively veteran preferences to providers within a high –stress environment, time-sensitivity, etc.

### State Farm Insurance

October 2001 – November 2014

#### Claim Processor

Supported claims adjusters in processing new insurance claims, modifying existing insurance claims and obtaining information from policyholders to verify the accuracy of their accounts.

Analyzed and determined completeness and validity of claims.

- Analyzed claims to determine extent of damages.

- Reviewed documentation and Investigated questionable issues pertaining to cost of personal property.
- Uncovered fraudulent claims schemes; provided evidence leading to the recovery of dollars in insurance overpayments.
- Developed a strong understanding of insurance policies.

**Education**

Associate of Arts Degree – December 2016

Tarrant County College