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## **SUMMARY**

Extensive client relationship and leadership skills that will aid a company in achieving increased customer satisfaction, retention and growth. Successfully utilized my skills in collaborating closely with human resources benefits teams, as well as consumers, in providing education on products, insurance benefits, services and solutions. Additional skills include:

- **Results Driven**
- **Detail-Oriented**
- **Problem Solving**
- **Decision Making**
- **Business Planning**
- **Mentoring/Coaching**
- **Organization**
- **Communication**
- **Teamwork**

## **EXPERIENCE**

**AETNA INC., High Point, NC**

**1993 - 2017**

**Service Operations Manager**

**2012 - 2017**

- Part of the only leadership team within the company to lead a team of service professionals to become certified by JD Power and Associates for service excellence four years in a row.
- Implemented procedures that resulted in a high level of customer satisfaction which was reflected in customer satisfaction survey results.
- Implemented strategies to meet and exceed all contractual Service Level Agreements and KPI's, which included quality, timely handling of incoming calls, occupancy, shrinkage and inventory turn around time.
- Managed a team of 15 direct reports with oversight of 100+ employees in two operations sites.
- Monitored overall department performance, resource allocation and adherence to compliance guidelines.
- Built strong and collaborative partnerships with client's benefits team and internal partners to ensure that the client's needs and expectations were met.
- Led a team of Quality Analysts and Supervisors and assisted in developing coaching and training plans.
- Hired talented staff by completing candidate comparisons and collaborating with the leadership team in reviewing candidate qualifications.
- Mentored team and provided development opportunities such as leadership training, job shadowing and leading projects.
- Attended meetings with client's benefits team for Open Enrollment, Wellness Fairs, Third Party claim audits and to review company performance compared to Service Level Agreements.
- Client's benefits team point of contact for benefits administration in relation to the overall operations of the service center.

**Customer Service Supervisor**

**1999-2012**

- Assigned to the leadership team that launched the Aetna One Health Concierge product for the company's largest National Accounts client, which was later commercialized due to its success.

- Managed a team of 20 – 25 direct reports.
- Assessed individual performance and provided timely feedback.
- Led call calibrations with client's benefits team to ensure that service expectations were met.
- Assigned to project team that created SOP's for the newly created Health Concierge role.
- Coached team to ensure quality and productivity goals were met.
- Provided solutions for customers for benefits administration and claims.
- Led a team of professionals that serviced customers by processing medical claims, handling inquiries via inbound calls, correspondence, emails, web chat and medical claim appeals and grievances.
- Mentored team and provided development opportunities such as mentoring new employees and leading projects.
- Mentored peers that were new to the Customer Service Supervisor role.
- Led leadership and training projects.

**Research Consultant**

1997 – 1999

- Assigned as single point of contact for client's benefits team in providing solutions/problem solving and administration of medical insurance benefits.
- Provided client specific medical benefits training to the claim and customer service teams.
- Acted as a consultant for Third Party medical claim audits.
- Supported medical plan installation for clients by attending and participating in implementation meetings.
- Assisted in Membership Open Enrollment planning and attended open enrollment meetings for client's benefits team.
- Ensured claim processing systems reflected accurate medical benefit information.
- Identified the root cause of any service issues from the client's benefits team and developed workflows and solutions.

**Customer Service Representative, Greensboro, NC**

1994 – 1997

- Educated customers, medical and dental providers on insurance benefits, claim payments and coordination of benefits.
- Extensive file reviews to ensure accurate tracking of benefits and updated financial data as needed.
- Resolved customer and client's benefits team concerns and provided solutions.

**Trainee, Greensboro, NC**

1993-1994

- Aetna Claim Processing and Customer Service Training (Griffin Temporary Services)

**EDUCATION**

Bachelor of Science in Business Administration and Management, Elon University, Elon, NC