

SHARON D. JETER

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PROFILE

An accomplished, motivated, and dedicated professional effectively applying sound judgment, time management and organizational and leadership skills within a legal environment. Over 20 years of experience in Medical Underwriting, Customer service and Billing/Enrollment. A thorough planner meeting rapid deadlines while applying exceptional written and communication skills. Detail oriented, organized, multi-task management and noteworthy work ethic. Highly motivated self-starter with the ability to work with minimal supervision.

EDUCATION

BA, English, University of Louisville, Louisville, KY

PROFESSIONAL EXPERIENCE

Licensure Specialist

2014 – Present

RES-CARE, INC., Louisville, KY

- Interpreted State regulatory requests and inquiries; served as liaison with state regulatory officials on licensing matters to result in accurate licensing.
- Communicated with attorneys, management, employees, and representatives of regulatory agencies for effective document submissions.
- Maintained/updated databases, ensuring the integrity of data.
- Represented department with expert knowledge of Medicare, Medicaid, and other patient care and state mandated related businesses that resulted in timely renewals and issued licenses.
- Demonstrated highly ethical and professional standards in the effective communication of confidential information required by state agencies.

Senior Medical Underwriter

2001-2013

ANTHEM BLUE CROSS BLUE SHIELD, Louisville, KY

- Underwrote and evaluated health insurance applications to determine eligibility and morbidity risk in accordance with company and medical guidelines.
- Managed the selection and classification of health risks to meet company's policies minimizing financial risks.
- Implemented and helped develop management trial processes that resulted in a more efficient application processing for increased productivity.
- Exceeded quality audit goals and successfully met production requirements favorable to the company's overall success in maintaining customer satisfaction.
- Maintained confidential and sensitive protected health information.

COMPUTER SKILLS

Operating Systems: Windows XP/7/8 and Mac PC Formats, Office 365

Applications: Microsoft Outlook, Microsoft Office Suite, and WordPerfect Office Suite

COMMUNITY SERVICE

Brain Injury Association of Kentucky, Volunteers of America, Women's Breast Cancer Awareness, The Longest Day Alzheimer's Awareness Campaign, American Heart Association Volunteer, Walk MS, St George Community Center Louisville Contributor, Louisville Triple Crown of Running, Kentucky Derby Mini-Marathon

PROFESSIONAL ORGANIZATIONS

Alpha Kappa Alpha Sorority Incorporated

REFERENCES AVAILABLE