**SKILLS**

* Video editing with Adobe Premiere Pro
* SEO, viral & social media marketing, and campaign management
* Google and YouTube Analytics
* Leadership Skills, learned through various team projects and sports
* Customer and employee relations
* Proficient in Microsoft Office
* Adobe Photoshop and other graphic editing programs

**EDUCATION**

Indiana University of Pennsylvania Graduated December 2011

*Bachelor of Arts in Marketing*

**WORK EXPERIENCE**

**Highmark Inc.;** Pittsburgh, PA

*Senior Product Analyst* October 2021- Present

* Subject matter expert for Medicare Advantage and Medigap products
* Supports CMS Medicare Advantage bid submission, PACE and VBID applications, Medigap state filings, and ad hoc inquiries
* Acts as up-stream point of contact for Sales, Marketing, web Portal teams for various member facing mandated documents

*Product Analyst* February 2019- October 2021

* Test web portal, pharmacy claims, and other internal systems prior to 1/1
* Quality control various documents to ensure accuracy and that they are compliant
* Enrollment Period Member Meetings

*Senior Customer Service Advocate* August 2014- February 2019

* Troubleshot customer’s benefits, claims, billing, and other issues by phone
* Helped coach new hires and oversaw team meetings
* Special projects, as assigned

**ACTIVITIES**

YouTube Channel 2011 - Present

* Wedding, travel, trivia, and general lifestyle videos
* Creates video thumbnails

Team Sports 2014 - Present

* Pittsburgh Sports League, Sports Monster, Steel City Volleyball League
* Volleyball and softball