

Jerónimo Rubio

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Experience

UnitedHealthcare – Senior Service Account Manager

January 2014 – February 2022

- Serve as the liaison to a complex customer base to manage first level response and resolution for clients and stakeholders.
- Evaluate and assess the customer needs and priorities on an ongoing basis.
- Identify and resolve operational problems using defined processes, expertise, and judgment.
- Investigate claim and/or service issues as identified and communicate resolution to client to set preventive plans.
- Provide feedback to account management team regarding improvement opportunities.
- Working knowledge of clients plans and products.
- Quickly establish rapport relating to the customer in a polite, positive, and courteous manner.
- Build and maintain a trusting relationship with customers/client and stakeholders.
- Travel to clients for annual operations performance presentations.
- Manage a dedicated book of business.
- Achieve quality and efficiency objectives.
- Maintain proficiency in all technical applications (technical skills and system knowledge).
- Comply with all current policies, procedures, and workflows.
- Lead relationships with assigned clients with account management team by holding regular monthly meetings.

UnitedHealthcare – Subject Matter Expert

December 2012 – January 2014

- Work with project management and data analyst in creating/updating procedures or standards of best way practices.
- Provide input into and execute user documentation and training material.
- Serve as point of contact expert resource in technical knowledge of all product plans (CDH, HDHP, PPO, Flex, OptumRx).
- Coached Health Advisors identified to serve customers.
- Part of the national acquisition training of pharmacy vendor OptumRx training for national team as gatekeeper.
- Provide recommendations for procedural improvements.

UnitedHealthcare – Health Advisor

June 2010 – December 2012

- Manage Flexible Spending Accounts, Health Reimbursement Accounts and Health Savings Account.
- Review claims and benefits with members.
- On the Job “OTJ” new hire mentor.
- Serve as advocate for insured members.
- Set commitments and follow through on any member issues.

Hiway Courier – HR Associate II

July 2005 – April 2010

- Employee orientation, development, and training logistics.
- Monitor employee performance management and improvement as well with disciplinary actions.
- Make agenda outlines for meetings and take minute meetings.
- Diplomatically resolved employee complaints and grievances.
- Monitor and coordinate the daily operations of assigned project and assisted in pre-employment hiring selection and interview process based on “Star five question interview process”.

Education

Google Data Analytics Specialization – Coursera – Credential ID # HHS1HQ2AG3NX

Google Project Management – Coursera – Credential # M7B56VXTHHSP

Red Bluff High School, Red Bluff, CA - High School Diploma

Butte College, Durham CA, GE

USC- Business College - AOS – Associates Business Administration – Utica, NY