

# Holly Moore

---

**Contact** 325-374-1074 or hollymoore079@gmail.com

**Objective** To become more involved with and gain a better understanding of ECISD's inner workings.

**Experience** 2004 – Current Blue Cross Blue Shield Telecommuter

**FSU Testing Coordinator**

- I provide internal and external customer service to ensure the correct processing of health insurance claims via testing and coding review
- I am responsible for maintaining the system, ACT, which creates the test claims for my department
- I collaborate with Benefit Coding through a work group and through testing to improve our process and eliminate obstacles
- I review errors and provide feedback on how to eliminate them moving forward which can change our process or education
- I review new benefit standards and Blue Source documentation as well as existing system issues for Texas, then break it down more specifically and share with the DTU

2003 - 2004 RMH San Antonio, TX

**Customer Service Professional**

- RMH is a communications company where my position was to field inbound calls for UPS
- I provided shipment status, rate quotes, and on-line assistance to UPS customers

2001 - 2003 Sitel Corporation San Angelo, TX

**Customer Service Representative**

- I provided over the phone customer service to Capital One card holders
- My role in the organization was to be the mediator between a concerned customer and the company. This type of service improved my crisis management skills

**About Me** I am married with two daughters. Kennedy is a second grader at Ireland and Reagan is finishing her last year of daycare. I work full time from home which makes our dog very happy! Health and wellness is important to me and I would enjoy the opportunity to contribute to the committee

**References** Kathy Siepak-Former SHAC member 432-559-8560  
Melody Greathouse-Ireland Teacher 432-456-3803