

FALICIA NEWSOME

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📍 Riverview , FL 33578

SKILLS

Process Research

Communications Strategies

Operations Management

Creative Solutions

Customer Satisfaction

Dispute Management

Risk Management

Business Development

Sales Development

EDUCATION

University of Phoenix-Online

Phoenix, AZ • 06/2021

Bachelor's: Communications

- Induction into the National Society of Leadership and Success April 09, 2021
- Dean's List 3rd semester July 16, 2021
- Professional Development: Certificate of Leadership Communications in Organizations (Undergraduate)

University of Phoenix

Tempe, AZ • 11/2016

Associate: Business Fundamentals

PROFESSIONAL SUMMARY

Focused and accomplished professional with success and delivered unbiased perspective to solve disputes. Accomplished in collecting supporting information, drafting and reporting comprehensive documentation and leading agreements to resolve complex problems. Driven to strictly follow applicable laws and ethical procedures for all cases.

ACCOMPLISHMENTS

- Supervised team of 13 staff members.

WORK HISTORY

MultiPlan - Senior Dispute Analyst

Remote • 06/2023 - Current

- Coached 15 less experienced team members ensuring timely and effective accomplishment of the department's business objectives
- Project Manager client-specific providers such as Kaiser, Cigna, Horizon, members, clients, and team members.
- Conducted regular status meetings for clear communication of progress updates, risk assessments, and action items among team members.
- Championed continuous improvement initiatives that resulted in process enhancements leading to greater client satisfaction.
- Managed risks proactively by identifying potential issues and implementing mitigation strategies, ensuring smooth project progression.
- Escalated issues to TL/Manager when encountering barriers to resolving issues.
- Handled escalated cases, calls, and complex analysis duties surrounding all IDR Arbitration activities.
- Prepared reports by collecting, analyzing, and summarizing information and trends when requested by TL
- Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients.
- Provided consistent and appropriate coaching to less experienced team members for optimal quality, consistency, and performance
- Work closely with less experienced team members and TL to ensure standards are met or exceeded for quality, customer service, productivity, and service level per department guidelines
- Assisted less experienced team members or work cases directly using multiple processes, networks, and systems
- Promoted and maintained flexible, cooperative, team-oriented,

- and customer-focused attitude
- Foster relationships within and between departments, customers, and vendors
- Identified ways to improve current processes, procedures, environment, and policies
- Work with TL to implement new procedures
- Keep TL aware of pertinent issues and information warranting their knowledge, action, or resolution
- Acted as a resource in the absence of the TL and a liaison to other departments to provide inquiry resolution
- Accurately, efficiently, and properly assist with cases in the escalation queues
- Collaborated, coordinate, and communicate across disciplines and departments
- Formulated focused and individualized resolutions aimed to peacefully settle disputes.

MultiPlan - Intake Coordinator II

Remote • 06/2022 - 06/2023

- Provided mentorship to 10 new hires to get them prepared to handle the scheduled workload
- Meets and consistently maintains quality and productivity standards as defined by the Management
- Corresponded with the delegated entity as needed to obtain appropriate records or payment information
- Processed/Adjudicated CMS Intake forms according to departmental procedures
- Conducted all pertinent research to respond to and process incoming provider appeals and disputes by all established contractual and departmental guidelines
- Prepared and assisted with departmental reports as needed.

Newsome Notary & Professional Tax Services - Legal Document Preparation for Pro Se Clients

Tampa, FL • 12/2010 - 05/2021

- Reduced errors in legal documents by meticulously proofreading and editing for accuracy and clarity.
- Ensured prompt delivery of time-sensitive documents by coordinating with clients, opposing counsel, and court personnel.
- Consistently met tight deadlines for document submissions, ensuring timely completion without sacrificing quality or accuracy during periods of heavy workload.
- Filed critical pleadings electronically or manually as mandated by jurisdiction-specific rules, ensuring compliance with procedural guidelines at all times.
- Supported the development of compelling arguments by conducting thorough fact-checks on statements made in legal briefs or affidavits.

Charter Communications, Time Warner Cable - Technical Support Analyst

St. Petersburg, FL • 07/2010 - 09/2017

- Took inbound support calls averaging 50 - 100 calls per day in the call center environment; also communicated with internal users via email

- Attended training as provided
- Worked various shifts and on-call support as assigned
- Performed other duties as assigned
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Improved customer satisfaction by providing timely and accurate technical support to end users.
- Increased sales revenue by building a strong rapport with customers and recommending appropriate products based on their needs.
- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment.
- Provided personalized shopping experiences for repeat customers by remembering their preferences and offering tailored recommendations.

PROFESSIONAL DEVELOPMENT

2017 Certificate of Leadership in Communications and Organization