

BYRON GLADDEN

PROFESSIONAL EXPERIENCE

Certified Nursing Assistant I

Hearthside Home Care, Greensboro, NC

July 2013- Present

- Provides direct services as outlined in a plan of care including personal care services
- Assisting patients/clients with activities of daily living, and home management tasks.
- Promotes a compassionate physical and psychosocial environment for clients
- Provides a safe environment for patients
- Complies with all documentation and record keeping requirements
- Assist residents with bathing, dressing, personal hygiene, and all ADL's as needed during shift.
- Assist with oral hygiene including denture care when getting up in the morning, after meals, at bedtime, and/or when needed.
- Performs other duties as assigned

Health Concierge

Aetna, High Point NC

Jun 2008 – Present

www.aetna.com

- Primarily responsible for the coordination of Short and Long Term Disability benefits, FMLA, Military Leaves, Paternity, Adoption and Personal Leaves of Absence working closely with associates and managers
- Provides personalized service with overall responsibility for communicating with customers, educating guests, gathering information, and handling schedules and bookings as needed.
- Processes claim referrals, new claim hand-offs, nurse reviews, and member/provider complaints while escalating issues as appropriate through the target system for grievances and appeals.
- Initiates out-reach/welcome calls to ensure constituents' expectations are met or exceeded and executes thorough in-depth analysis including identification of complaint trends and any emerging customer service issues and works to develop solutions to address potential problems.
- Works collaboratively with interdepartmental team members for the development of client-specific presentations while coordinating efforts both internally and across departments to successfully resolve service issues and develop process improvements to enhance service delivery.
- Facilitates coaching and training of call center staff and provides technical assistance and subject matter expertise as needed in regard to policies, procedures, and function-related applications/systems tools.

Senior Recovery Analyst

Allied Interstate, Greensboro, NC

Jan 2007 – Jun 2008

www.irmc.com

- Reviewed and analyzed financial conditions of customers; identified slow-paying customers; and developed appropriate action to address and collect overdue accounts.
- Promoted business objectives within the organization while negotiating with customers experiencing short term financial constraints to secure commitments to settle amounts due in the shortest time possible which may include special arrangements for rescheduling of the payments process.
- Interfaced with customers and handled inquiries and complaints while identifying the root cause of the problem and its nature to develop and enforce solutions in coordination with other concerned staff/departments.

District Sales Manager

Aug 2005 – August 2013

Primerica Financial Services, Winston Salem, NC

- Supervised district sales and implemented plans and strategies to maximize sales and profit with focus on exceeding goals and objectives in all key performance areas.
- Worked independently or collaboratively with a team for marketing and prospecting, education, and development of recruits to market financial products.
- Coached and developed team to achieve results in all areas of measured performance; directed weekly meetings on productivity; and recruited management to effectively increase production numbers and profitability.

Retail Sales Representative

Aug 2005- Feb 2006

Alltel

- Solely managed a kiosk in a retail department store as part of the company's initiative to increase market share.
- Activated prepaid, credit, wireless service and phones for customers
- Had one of the top kiosks in the division based on sales and activations
- Provided customer service and support to main store and would alternate depending on volume between kiosk and main store

Assistant Manager

Aug 2003 – Aug 2005

Check-N-Go, Greensboro, NC

- Assisted with overall operations of the company with responsibilities including loan processing; one –on-one interview with customers; assessment on financial needs and ability to repay loans; collections, daily deposits, and filing paperwork; approval of loans; and account management for over 60 day accounts.
- Performed collection for accounts receivable; maintained acceptable DSO and past due percentages on assigned national accounts; and processed collections on customer accounts as well as face-to-face collections.
- Prepared bi-weekly reports to monitor status on store debt and executed actions and crucial strategies to reduce overall debt.

EDUCATIONAL BACKGROUND

Bachelor of Science, Business Administration

Strayer University, Greensboro, NC

Anticipated Graduation: 2015

Diploma

Asheboro High School, Asheboro, NC

License

North Carolina Life and Health Insurance

CNA I #431287

TECHNICAL SKILLS

Microsoft Office Suite: Word, Excel, PowerPoint | AS400 | Public Speaking | ICD-9/CPT Coding

REFERENCES PROVIDED UPON REQUEST

