MARC CHAVEZ

marcos-chavez.info

www.linkedin.com/in/marc-chavez-support-specialist

Email: marc.chavez.jobs@gmail.com   Phone Number: (312) 218-8134

Professional Objective Experienced customer support agent seeking to attain full-time employment offering growth and advancement as a IT Support Specialist.

Computer Skills

CUSTOMER SUPPORT: Billing resolutions, Documenting (Microsoft Office), Help Desk

NETWORKS: Cisco Routers/Switches, Network Systems Routing Support, WWAN and Telephony initial services provisoning and troubleshooting, Firewall/Enterprise WAP

OPERATING SYSTEMS: Linux (Bash/Python scripting), Windows Window 10, Windows Server

WEB DEVELOPMENT: Java Programming, SQL Database and Web Server Technologies (HTML, CSS, JavaScript), Release-Maintainence QA Bug Reports

Work Experience

Information and Referral Specialist, Elevance, Westchester, IL Jul 2021 - May 2023
- Full-time Remote Position taking Inbound calls, providing assistance to Physicians, RN Clinical Staff and Healthcare Services Providers for Advanced Imaging and Cardiology patient referrals

- Clinical Information input for medical referral questionnaires and escalations

- Call center and Help Desk ticketing software, Microsoft Office

CCNA Training, National Able, Chicago, IL Feb 2020 - Jun 2021
- Configure and define parameters for installation of wide area network (WAN) or local area network (LAN) routers, hubs, switches, WAP controllers, or related networking equipment

- Configure security settings or access permissions for groups or individuals, VPN software

- Install and configure wireless networking equipment, Troubleshoot network or connectivity, Experience with Cisco, Meraki, Windows Server, Linux, Wireshark

Resource Planning Associate, Mindlance, Inc., Union, NJ Oct 2019 - Jan 2020
- Temp/Contractor, Scheduling of post hospitalization care in home visits and confirming availbility of Doctors and RN's

- Completing medical insurance forms; verifying patient demographic and medical information

- Completed HHS/CSM required HIPAA certification training

Health Care Agent, Informis Health Solutions, Chicago, IL Aug 2017 - Apr 2019

- Confer with customers by telephone to provide information about products or services, and personal healthcare coverage requirements for Medicare Part C subscribers

- Analyzing Data or Information, evaluating Information Compliance with HHS/CSM and Affordable Care Act

- Creating Medicare Part C Healthcare policy orders, obtaining subscriber demographic and income details

Health Care Insurance Analyst, GoHealth LLC, Chicago, IL Aug 2014 - Apr 2016
- Interpreting the Meaning of Health Care Explanation of Benefits Information for in a Non-Technical Manner

- Creating Individual Healthcare policy orders, obtaining subscriber demographic and income details

- Designed intranet web and MS Excel forms for Analyzing live caller data for optimum coverage

Account Executive II, Comcast, Tinley Park, IL Nov 2011 - Apr 2013
- Customer Support Technology Specialist, LAN/SOHO tier 1 technical troubleshooting, technical escalations, field service repair orders

- Customer billing resolutions and Technical Support ticketing management, Microsoft Office, Microsoft Windows, Service Provisioning with Telegence

Enterprise Wireless Support, AT&T Mobility, El Paso, TX Jun 2008 - Sep 2011
- Provide telephone support related to networking or connectivity issues, Assist users in procedures related to network applications software or related systems

- Troubleshoot network or connectivity problems, Document help desk requests and resolutions, Identify the causes of networking problems, using diagnostic testing software and equipment

Wireless Tech Support, AT&T Mobility LLC, Schaumburg, IL Dec 2003 - Apr 2008
- Answer user inquiries regarding computer software or hardware operation to resolve problems

- Experience with: Call center software, Defect tracking software, Smartphones, Help desk software, Microsoft Office, Microsoft Outlook, Microsoft Windows, Notebook computers, UNIX

Education

DePaul University, Chicago IL
Bachelor of Arts, Human Computer Interaction (pending)
Coursework: Java Programming, Mathematics of Statistics and Probabilities, Web Development

Richard J Daley College, City Colleges of Chicago, Chicago, IL
Associate's Degree, Liberal Arts and Sciences
Coursework: Engineering Design and Mechanical Drawing, Fortran Programming, Physics for Engineering

DeVry Insititute of Technology, Chicago, IL
Computer Programmer Certificate, IBM Business Computer Systems