Emily Abrams

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Accomplished professional with over 7 years in the insurance and client service industry, specializing in data analysis, process improvement, and cross-functional project management. Demonstrated expertise in supporting day-to-day operations, optimizing workflows, and ensuring seamless communication across departments. Adept at handling complex data sets and synthesizing information to improve processes and drive efficiency. Strong communicator, skilled at tailoring messages to various stakeholders and presenting findings in a clear, actionable format. Known for meticulous attention to detail, patience, and a strong work ethic when managing tasks and supporting key initiatives. Committed to leveraging administrative experience and data-driven insights to contribute to the long-term growth and success of a dynamic organization.

WORK EXPERIENCE

OptumRx
June. 2025 - Present
Sr. Enrollment Quality Auditor (Contractor, Robert Half)
Remote, USA
● Utilize Rxclaim to manage large datasets .
● Provide expertise and support by reviewing, researching, investigating and auditing problematic claims
● Facilitate seamless communication between departments to enhance service delivery and employee satisfaction
● Ensure the accuracy and quality of enrollment data and processes, mainly within Part D projects for Medicare Part D
● Conduct comprehensive audit engagements from planning to reported, ensuring adherence to internal audit standards.

Surface Prep
Feb. 2025 - June 2025
Office Administrator (Contractor, Randstad)
High Point, NC
● Proficiency in Microsoft Office Suite (Excel, PowerPoint, Word)
● Supported the ERP system to include researching and resolving issues, supporting requests for custom searches and reporting, assisting in outlining enhancements, and administering user access to the system
● Exhibited exceptional organizational skills to ensure all office tasks were completed in a timely manner.
● Responsible for creating and managing sales orders, purchase orders, quotes and past due invoices and collections in Epicor Prophet 21.
● Processed business client payments in SlimCD
● Supported a team of 10 staff members by managing their calendars and meeting schedules.

Prime Therapeutics
June 2024 - Jan. 2025
Data Analyst (Contractor)
Remote, USA
● Responsible for running reports and queries to perform analysis on Blue Cross Blue Shield healthcare plan builds.
● System testing, supporting/monitoring system capabilities, providing Benefit Edit Tool submission support to clients
● Utilized Rxclaim to manage large datasets, boosting data processing efficiency by 33%.
● Responsible for minimizing system downtime by 28% by collaborating with the IT department to troubleshoot and resolve data-related issues.
● Preparing preliminary interpretations of analyses for project teams, clients, and department management. Recommends actions based on the analytic results.
● Cross-Departmental Collaboration with QA, Claims, Pricing and Underwriting departments in order to ensure success & project accuracy.

- Knowledge Creating Context Diagrams and Functional decomposition
- Understanding of Software Development Lifecycle (SDLC) concepts and process

Forsyth Country Club
March 2024 - June 2024
Inventory Analyst (Contractor)
Winston-Salem, NC
- Accurately verified clerical computations against physical count of stock and adjusted errors in computation or count and investigated and reported reasons for discrepancies.
- Entered daily revised inventory stock information into Microsoft Excel to update status reports
- Monitored inventory levels and compared them to budget projections..
- Coordinated weekly receipt of incoming materials and verified accuracy of items received.

National General Insurance
May 2022 – Nov. 2023
Senior Claims Analyst
Winston-Salem, NC
- Communicated effectively with clients, claimants, providers and attorneys to manage, finalize and close claims.
- Evaluated extent of policy coverage, damage, and company liability during investigation of 50+ claims per week
- Stayed current on HIPAA regulations, benefits claims processing and medical terminology.
- Utilized ISO, TLO, and Lexis-Nexis to perform in-depth background checks and data analysis resulting in a higher rate of fraud detection.
- Sent and received invoices, reducing month-end turnaround time by 25%
- Negotiated up to 10 contracts weekly pertaining to diminished value settlements
- Analyzed complex datasets to identify patterns and provide insights to stakeholders.
- Assigned tasks to associates, staffed projects and updated all involved parties to enhance optimal business flow.
- Utilized Epic to efficiently manage and track claims resulting in a reduced claims backlog.

The Fresh Market
Oct. 2017– Apr. 2022
Butcher
Greensboro, NC
- Supervised, trained and developed team members in accordance with company policy and procedure.
- Responsible for ordering and maintaining stock conditions.
- Reported daily/weekly department sales totals as well as creating reports in Microsoft Excel.
- Experience in gathering business requirements and development of business rules and process flow.
- Successfully maintained a clean and hygienic department, which obtained a sanitation score of 99% .
- Stayed current on food safety requirements and standards set by the public health system.
- Maximized company revenue by reducing shrink by 25% and controlling expenses.

Avatar Solutions
Oct. 2017 – Oct. 2018
QA Intern
Remote, USA
- Understanding of Software Development Lifecycle (SDLC) concepts and process
- Developed and executed System and UAT test plans for web applications using both manual validation and automated test scripts.
- Provided metadata support using SQL queries. Validate metadata content from different providers' data source.
- Knowledge of professional software engineering best practices for the full software development lifecycle.

- Analyzed and tracked defects using JIRA
- Actively participated in developing and improving existing testing technologies, including methods, approaches, and execution.

EDUCATION

University of North Carolina at Greensboro
December, 2018

Bachelor of Arts, History
Greensboro, NC
Trained in professional historical principles, concepts, methodology, and techniques including historical and organizational research.
- Appointed as panel speaker and presented a research paper on counter-reformation figure Luisa De Carvajal during UNCG's Annual Honors Symposium in 2018.

SKILLS
- Experience with industry standard healthcare, insurance & manufacturing software with a strong understanding of RxClaim, Magellan Rx, Epic, SlimCD & Epicor Prophet 21.
- Proficient in Microsoft Office Suite (Word, PowerPoint, Excel, etc.), Microsoft 365 Suite (Teams, OneDrive, etc.), ● SharePoint Online, IBM AS/400, SQL, Jira, Adobe Acrobat
- Expert in the process of creating and managing sales orders, purchase orders, and quotes in Epicor Prophet 21.
- AI Writing Evaluation. Experience training AI models & experience with generative AI.
- Expertise in data privacy laws and regulations
- Knowledge of Dynamics 365 Platform
- Strong analytical thinking and problem solving skills.
- Strong organizational, administrative, oral/written communication, and team leadership skills