



# LATRINA HICKS

*Knowledgeable, Experienced, Professional*

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To Whom It May Concern:

My goal is to play a fundamental part in the development, operation, and success of an organization where the diversity of my experience and the level of my commitment can be used to their fullest potential. I desire to obtain a position where I can be satisfied with seeing the results of my efforts impact customer relations, develop employees, and improve our overall quality of service.

I am an articulate communicator, equally at ease with all levels of management and employees. I am a hard-driving manager who is project-driven, process-oriented, and accustomed to inspiring the best job performance possible from associates and employees.

You will notice a common thread in my experience: I am a director, manager, administrator, facilitator, instructor, and problem solver. My background provides the discipline and the skills required for this position. If given the opportunity, it will be apparent that my skills are far-reaching and my goals unlimited.

Knowing the requirements for this position, I strongly feel I am your ideal candidate. I can offer you benefits from my training, experience, and education.

- Excellent Communication skills
- Honesty and integrity
- Teamwork skills
- Interpersonal skills
- A strong work ethic
- Exceptional facilitating and training skills
- Motivation and initiative
- Flexibility and adaptability
- Analytical and technical skills
- Public speaking and presentation skills
- Organizational skills

I look forward to meeting with you to discuss the possibilities.

Sincerely,

Latrina W. Hicks



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An accomplished professional in human resources, administrative operations, and small business ownership with the ability to conduct the organization's mission, vision, and objectives. Stout customer care and human resources experience. Adept at analyzing performance and identifying improvement opportunities. Proven analytical person, project manager, and critical change agent; proficient at devising innovative policy, best practices, and technology solutions to propel productivity, profitability, and service levels.

## Professional Experience

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<b>University of Alabama Health Services Foundation, P.C.</b>	<b>Director</b>	<b>01/22 to present</b>
<ul style="list-style-type: none"><li>Provides Leadership around system-wide initiatives to improve patient access, scheduling effectiveness, reduce cost, optimize patient throughput, and patient &amp; employee satisfaction.</li></ul>		
<b>Tele-Porter Call Services.: Birmingham, Alabama</b>	<b>Owner</b>	<b>11/18 to 05/21</b>
<ul style="list-style-type: none"><li>Daily operations of 300-seat capacity call center and answering services</li></ul>		
<b>RxBenefits, Inc.: Birmingham, Alabama</b>	<b>Manager, Customer Care Quality &amp; Training</b>	<b>5/18 to 10/18</b>
<ul style="list-style-type: none"><li>A managed small staff of thirty-seven CSRs, pharmacy calls, training, intranet management</li><li>Conducted tutorials, created online training content and one-to-one workshops</li><li>Managed the responsibilities of generating and recommending management strategies to corporate clients</li></ul>		
<b>RxBenefits, Inc.: Birmingham, Alabama</b>	<b>Sr. Manager, Member Services</b>	<b>10/13 to 5/18</b>
<ul style="list-style-type: none"><li>Imparted training on Leadership, self-development, etiquette, and induction</li><li>Consulted with other departments and teams of the organization to ensure smooth operations</li></ul>		
<b>Apple, Inc.: Birmingham, Alabama</b>	<b>Contractor: Remote Trainer/Technical Support Advisor</b>	<b>11/12 to 09/13</b>
<ul style="list-style-type: none"><li>Virtual Help Desk Technical Support Advisor, Resolving customer inquiries, technical solutions</li><li>Supported iPhone, iPod, iPad, iMac, MacBook, MacBook Pro, Mac Pro, AirPort, and Apple T.V.</li><li>Training presentations and onboarding for new employees.</li></ul>		
<b>VIVA Health, Inc. – TRITON: Birmingham, Alabama</b>	<b>Performance Improvement Program Manager</b>	<b>03/12 to 10/12</b>
<ul style="list-style-type: none"><li>Responsible for STARS quality program, member newsletters, health fairs, preventative report cards, staff education, data analysis, chairing STARS Taskforce, focus groups, and departmental budget.</li></ul>		
<b>VIVA Health, Inc. – TRITON: Birmingham, Alabama</b>	<b>Corporate Training Manager– Human Resources</b>	<b>10/07 to 03/12</b>
<ul style="list-style-type: none"><li>Conducted tutorials, created online training content and one-to-one workshops</li><li>Managed the responsibilities of generating and recommending management strategies to corporate clients</li><li>Responsible for evaluating feedback by using a prescribed format and enhancing the effectiveness of future training</li><li>Responsible for planning, creating, and executing training programs and techniques for subordinates and associates</li><li>Knowledge and experience with multiple LMS Systems (HealthStream, Captivate, Camtasia, SCORM)</li><li>Project Manager, System Administrator &amp; Help Desk support for Intranet, LMS, SuccessFactors Performance Management, and Call Center systems</li></ul>		
<b>VIVA Health, Inc. – TRITON: Birmingham, Alabama</b>	<b>Medicare Member Services Manager</b>	<b>06/06 to 10/07</b>
<ul style="list-style-type: none"><li>Directing, planning, and organizing Medicare call center service activities, System Administrator, Help Desk</li></ul>		
<b>VIVA Health, Inc. – TRITON: Birmingham, Alabama</b>	<b>Medicare Member Services Supervisor</b>	<b>08/05 to 06/06</b>
<ul style="list-style-type: none"><li>Resolved member inquiries, complaints, and grievances, eligibility, and benefits. Problem Resolution.</li><li>Created presentations and developed training guides/materials company-wide.</li></ul>		
<b>Caremark PCS: Birmingham, Alabama</b>	<b>Operations Manager</b>	<b>03/02 to 10/05</b>
<ul style="list-style-type: none"><li>Strategic planning, budget control, hiring, and training plans for four departments, 75 employees, and 12 RPhs.</li><li>I have created presentations for Performance audits (Quality &amp; Productivity)—employee orientation checklists.</li><li>Oversight of order preparation, processing, data entry, prescription entry, and pharmacy operations</li></ul>		

Caremark PCS: Birmingham, Alabama	Patient Services Supervisor	07/01 to 03/02
	<ul style="list-style-type: none"> <li>Provided adjudication of orders for copay resolution and eligibility issues for performance mail claims</li> <li>Directed operational plan, organized and prioritized workflow, financial reports, and deposits</li> <li>Resolved member service issues, inbound and outbound calls, prescription claim adjudication,</li> <li>Improved performance, service reliability, safety and customer service, eligibility, and benefits</li> </ul>	
Caremark PCS: Birmingham, Alabama	Operations Supervisor	07/99 to 07/01
	<ul style="list-style-type: none"> <li>Supervision of client and customer inquiries, the supervision of timely prescription order/claim processing</li> <li>Data trending and analysis. Process improvement and employee development.</li> <li>Coordinated with customers and office staff to troubleshoot problems that arise</li> </ul>	
Aetna Us Healthcare: Birmingham, Alabama	Marketing Coordinator	08/98 to 07/99
	<ul style="list-style-type: none"> <li>Supported an HMO product in Alabama, Mississippi, and the Florida Panhandle.</li> <li>Responsible for marketing Medical (fully insured and self-funded), Life, STD, LTD &amp; Dental</li> <li>Established quotes and requests for proposals for PPO marketing accounts.</li> </ul>	
Health Partners of Alabama, Inc.: Birmingham, Alabama	Member Services Manager	04/95 to 08/98
	<ul style="list-style-type: none"> <li>Directed Customer Service activities for the companies Gulf Coast region, Seniors First Medicare Plan, Health Partners, Merit, and HPC Georgia.</li> <li>Directed, planned, organized, and mobilized call center service activities (40 to 130 CSRs &amp; 7 Supervisors).</li> </ul>	
Health Partners of Alabama, Inc.: Birmingham, Alabama	Customer Service Supervisor	08/94 to 04/95
	<ul style="list-style-type: none"> <li>Resolved member inquiries, complaints, and grievances, eligibility, and benefits. Problem Resolution.</li> <li>Knowledge of Amisys, AS400, Comtec, DEC, and Monument Call Documentation systems.</li> <li>Managed rolling out of lines and all remote testing of digital systems, ranging from T1 to OC48.</li> </ul>	
Health Partners of Alabama, Inc.: Birmingham, Alabama	Claims Quality Reporting Supervisor	07/92 to 08/94
	<ul style="list-style-type: none"> <li>Prepared education materials, an in-house newsletter, Budget control, reports, adjustments, refunds, and appeals.</li> <li>Professionally Trained Corporate CQI Facilitator &amp; Trainer for the Baptist Health System.</li> </ul>	
Health Partners of Alabama, Inc.: Birmingham, Alabama	Senior Claims Analyst	04/90 to 07/92
	<ul style="list-style-type: none"> <li>Coordinated equipment installation with the operations department to expedite a trouble-free network connection.</li> </ul>	
Complete Health Services, Inc.: Birmingham, Alabama	Cob Coordinator	05/89 to 04/90
	<ul style="list-style-type: none"> <li>Operated in all COB, Subrogation, and OPL (Other Party Liability) functions and investigations.</li> </ul>	
Complete Health Services, Inc.: Birmingham, Alabama	Claims Adjuster	05/88 to 05/89
Complete Health Services, Inc.: Birmingham, Alabama	Claims Examiner	04/87 to 05/88
	<ul style="list-style-type: none"> <li>Adjusted audit errors, refund requests, and member complaints. Processed physicians and institutional claims.</li> </ul>	
Blue Cross and Blue Shield: Birmingham, Alabama	Claims Examiner VII	07/86 to 04/87
Blue Cross and Blue Shield: Birmingham, Alabama	Claims Examiner VI	04/85 to 07/86

## Education

The University of Alabama	2026	MA/Instructional Technology
Capella University	2024	BS Business Management/Leadership
Ashford University	2015	Instructional Design & Technology
Colorado Technical University	2009	Management Information Systems
AIU	2005	Business Management/Human Resources
University of Alabama at Birmingham	1998	AIDT Office Administration Certification
Bessemer State Technical College	1986	Accounting

## Professional Associations, Honors, Certifications & Licenses

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• SHRM	• Life & Health Insurance License	• Alabama Notary Public
• AECT	• ASTD	• Alabama Pharmacy Technician License
• Delta Mu Delta Honor Society	• NSLS National Society of Leadership and Success	

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