

Osni Carlos da Rocha

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Skills

- Planning and execution of special projects during time-critical environments.
- Solving customer relations problems.
- Able to coordinate multiple projects and meet deadlines under pressure.
- Effectively able to communicate with customers, staff and management.
- Enthusiastic, creative and willing to assume increased responsibility.
- High initiative with strong self management skills.

Work Experience

Americlean Services

Boston, MA

Nov 2010 — Present

Generate new business leads and creating advertising solution. Trained cleaning crews on residential and commercial cleaning.

House of Prayer – International Evangelistic Church

Everett, MA

Apr 2010 — Nov 2010

Assisting on missionary work with inmates and their families, maintenance of church member's database and fund-raising campaigns.

RB TRANSLATION SERVICES

Boston, MA

Translator

Apr 2008 — March 2010

Translation of documents, user guides and medical supplies from Portuguese to English.

DIVISION OF HEALTH CARE FINANCE AND POLICY

Boston, MA

Help Desk Specialist (Temp)

Jan 2007 - Apr 2008

Responded to all inquiries coming into help desk related to the Massachusetts Health Care Reform Act.

UMASS – COLLEGE OF NURSING AND HEALTH SCIENCES

Boston, MA

Faculty Secretary (Temp)

Oct 2006 – Jan 2007

Answered to all incoming calls, maintained copy center, process and distribute mail for faculty on daily basis. General typing and archive course syllabi each term. Coordinated textbook orders with faculty and bookstore.

BOSTON MEDICAL CENTER HEALTH NET

Boston, MA

Pharmacy Benefits Coordinator

May 2004 – Sep 2006

Forecasted drug savings through implementation of Step Therapies, reviewed manufacturers' contracts, answered pharmacy recalls and responded to inquiries regarding pharmacy benefits.

NEIGHBORHOOD HEALTH PLAN

Boston, MA

Pharmacy Benefits Coordinator

May 2003 - Apr 2004

Evaluated medication override requests, updated member status and information.

Member Services Representative

Jan 2003 - May 2003

Handled high volume of incoming calls, inquiries about claim status, referral information, benefit questions, site and provider changes and ongoing member education.

CITIZENS FINANCIAL GROUP

Teller

Chelsea, MA
May 2002 - Feb 2003

Employed exceptional customer service, day to day account transactions. Responsible for fostering new and existing business relationship through sale of bank products and services.

MAY DEPARTMENT STORES

Customer Service Associate

Boston, MA
Dec 2001 - Mar 2002

Resolved customers' service complaints by performing activities such as exchanging merchandise, refunding money and adjusting bills.

PARTNERS HEALTHCARE

Patient Accounts Associate

Boston, MA
Apr 2001 - Nov 2001

Processed claims including addition and deletion of claims. Specializing in Medicare provider returns and resolving error reports, as well as troubleshooting computer related issues throughout the department.

NORWEGIAN BRAZILIAN CHAMBER OF COMMERCE

Assistant for the President of Chamber

Curitiba, Brazil
Mar 1998 - Jan 2001

Performed administrative tasks for the president, including planning meetings conducted by the chamber at various local establishments. As well as tracking and presenting stock quotations and interim reports detailing financial development, including financial exhibits for corporations affiliated with the chamber.

EDUCATION & RELEVANT COURSEWORK

FAE BUSINESS SCHOOL - *Economic Sciences (incomplete)*

1998 - 2001

EXPOENTE - *High School - Computer Hardware Technician*

1994 - 1997

HUMAN RESOURCES

Interpersonal relationship skills, Customer Service, Receptionist, Project Follow-up, Medical Interpreter Portuguese-English.

FINANCE

Accounts payable and receivable, general; rules of accounting, cost estimates, market research and cash-flow control.

LANGUAGES

Fluent: Portuguese, English and Spanish

APPLICATIONS EXPERIENCE

DOS, Windows XP, Windows 7, Office 2010, Project 2007, Visio 2007, Onyx, Anchor, MicroSiga Amadeus MassRevs, NMHCRx, Facets and ESI.