



Blessen Brocke

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Summary

Detail-oriented Business Data Analyst and Healthcare Operations professional with 7+ years of experience in customer service, claims analysis, HIPAA compliance, and CRM management. Proven track record leading teams, resolving complex inquiries, and exceeding performance metrics. Currently pursuing a B.S. in Information Technology (4.0 GPA) with a strong foundation in psychology and data-driven decision-making. Seeking remote part-time opportunities to apply expertise in healthcare administration, customer support, or business operations.

Experience

06/2025 – present
Princeton, Texas

Student Loan Specialist **Transworld Systems (TSI)**

- Manage high-volume inbound and outbound customer calls while consistently meeting productivity goals and KPIs.
- Provide timely, accurate, and professional assistance on student loan inquiries including repayment options and account updates.
- Document and update customer information in CRM system with precision and accuracy.
- Maintain full compliance with all federal, state, and client requirements.
- Follow escalation procedures to ensure timely issue resolution and customer satisfaction.
- Apply training materials effectively and share knowledge with team members to support team performance.

02/2021 – 02/2023
Austin, Texas

Provider Service Analyst **Everise**

- Ensured effective operation of a \$300M digital experience solution enterprise by resolving 100+ daily healthcare provider inquiries covering member coverage, claims, benefits, and eligibility.
- Led a 5-member investigative team examining \$35 million in claims for validity and efficiency.
- Verified HIPAA and OSHA compliance across 100+ providers while assessing team-wide performance metrics.
- Conducted in-depth research into medical benefits, claims, and policy coverage for a caseload of 40+ members.

02/2019 – 02/2021
Dallas, Texas

Business Assistant **Afro Elite Designs**

- Identified key business trends to steer data-driven decisions regarding strategic market growth for a specialty shop and eCommerce platform.
- Maintained seamless business operations by supporting the brand at vendor events, resolving order inquiries, and reporting on website performance.
- Evaluated proposed locations for future shop expansion by analyzing sales potential, traffic patterns, and occupancy terms.

10/2018 – 02/2019
Lubbock, Texas

Sales Associate **Samuels Diamonds**

- Provided strategic product recommendations to drive customer decision-making and increase sales.
- Leveraged product knowledge to drive sales through promotions and policy enforcement for payment and exchanges.
- Analyzed consumer credit history to determine appropriate credit applications to process.

01/2016 – 01/2018
Dallas, Texas

Customer Service Representative **Btru Cosmetics**

- Established and maintained customer documentation detailing transactions, inquiries, escalations, and corrective action plans.

Experience

- Reconciled account changes and resolved customer complaints by analyzing escalations to determine the best course of action for billing inquiries.
- Delivered product knowledge via inbound customer calls involving order fulfillment and account management.

Education

01/2026 – present

Information Technology | Bachelor of Science
Strayer University
GPA: 4.00 • President’s List – Winter 2026 Term

08/2017 – 05/2020
Lubbock, Texas

Psychology | Bachelor of Arts
Texas Tech University
GPA: 3.80 • Relevant Coursework: Applied PR Methods, Statistical Methods

Core Competencies

– CORE COMPETENCIES

Healthcare Claims & Benefits Analysis **Professional**
HIPAA / OSHA Compliance **Professional** CRM Systems **Professional**
Inbound & Outbound Customer Service **Professional**
Team Leadership & Performance Metrics **Professional** Data Analysis **Elementary**
eCommerce Operations **Professional** Escalation Management **Professional**
Business Strategy **Professional** Remote Work Ready **Full**