

# Belinda Phivilay

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## Skills

- ❑ **Languages:** Fluent in English and partially in Laotian
- ❑ **Software:** Microsoft Office 2010 including: Excel, Access, Word, Outlook, and PowerPoint CMA (Customer Management Application), UDE (Underwriting Application), KM (Knowledge Management), ECF (Claims Application), Amica Desktop, Health Rules, DST, and Argus Pharmacy System

## Experience

### **Groundworks RI**

*Environmental Justice/Agricultural Coordinator*

**Providence, RI**

*May 2018-August 2018*

- ❑ Developed a curriculum for 10-20 youth between the ages of 14-18.
- ❑ Facilitated workshops on environmental sustainability efforts and leadership building. The youth used the information and skills to develop and facilitate their own lesson plans for children 4-10.
- ❑ Challenged the youth daily with the opportunity of working outdoors and engaging in physical improvement projects that make a visible difference in our communities.
- ❑ Accompanied 3 youth to Yellowstone National Park for 11 days. We partnered with Youth Conservation Corps to work on over 10 conservation projects. A few of the projects were partnering with biologist to do research on the pika/larvae population and installing checks, bear boxes, and signage.

### **Neighborhood Health Plan of RI**

*Member Services Representative*

**Providence, RI**

*March 2014 - January 2015*

- ❑ Responsible for maintaining day-to-day call center services to help support Neighborhood Health Plan's Medicaid, Medicare/Medicaid, commercial business lines of business, and external customers.
- ❑ Maintained a constant high level of understanding for Medicaid, Medicare/Medicaid, and commercial.
- ❑ Handled over 40 inquires that are received through incoming calls and emails per day.
- ❑ Additional responsibilities were to assist in managing the member services department with call backs to New Member or Re Enrolled Members' to discuss their enrollment, policies, and coverages with NHPRI.

### **Amica Mutual Insurance**

*FNOL Department, Associate National Service Specialist*

**Lincoln, RI**

*July 2013-March 2014*

### **Newport Creamery**

*Waiter/Takeout*

**Providence, RI**

*April 2010 – February 2013*

## Education

### **Community College of RI**

*Student Majoring in Marketing*

**Providence, RI**

*February 2015 - Current*

### **Leadership For A Future**

*LFAF Alumni 2015'*

**Providence, RI**

*February 2015 - May 2015*

### **Year Up / CCRI**

*Customer Service Training*

**Providence, RI**

*February 2013 - March 2014*

## Volunteer Experience

### **The MET High School**

*Digital/Film Photography Mentor*

**Providence, RI**

*April 2018-Current*

### **PRYSM**

*Queer and Trans Coordinator/ Volunteer*

**Providence, RI**

*June 2012-June 2018*

### **Meeting Street School**

*Special Events Coordinator/ Intern*

**Providence, RI**

*July 2015-January 2016*