
SHAREE D. MCCANTS

PROFESSIONAL SUMMARY

Results-focused, quality-driven professional with over 10 years extensive experience in process management, demonstrating consistent achievement of company objectives, and dedication to organizational goals. Proven ability to build rapport and credibility with diverse individuals and groups at all organizational levels. Seeking a position focused on Health and Wellness where I can apply my existing leadership skills and passion for demonstrating a healthy and fit life style.

AFFILIATIONS

- Natural Muscle Association (NMA), Pro-Fitness Competitor
- National Gym Association (NGA), Pro-Fitness Competitor
- National Academy of Sports Medicine (NASM)
- Certified Zumba® Instructor
- Certified Strong by Zumba® Instructor
- American Red Cross - CPR and First Aid Certified

WORK HISTORY

Claims Service Specialist, 09/2017 to 07/2019

Allstate Insurance Company

- Balance inbound calls from insured customers, claimants, third-party carriers and attorneys reporting first notice of loss for auto and property claims; while providing a high level of customer experience focused on delivering a fast, fair and easy outcome.
- Apply critical thinking skills to efficiently review claim notes, determine coverage and apply liability for claims assigned to Auto Express.
- Participate in the development of new hires by being a mentor in the HEO training program through sit-a-longs, reverse sit-a-longs, and assisting peers within the Express Claims department.

Fitness Professional, 01/2016 to Current

Healthy & Haute Fitness, LLC

- Provide obtainable goals and step-by-step exercise plans for clients seeks weight loss.
- Educate clients on health and wellness basics, providing obtainable behavioral and fitness goals.
- Administer metabolic and Vo2Max assessments as part of weight management and nutritional consultations.

Operations Director, 08/2011 to 11/2015

Renew Advantage

- Collaborated with the sales team to drive efficiency in service areas for key clients (existing and new), thereby garnering future opportunities.
- Identified, planed, and executed strategies to build a cosmetic dermatology network, while assisting with membership growth through the network and the implemented loyalty program.
- Accountable for administration of sales personnel, daily operations, marketing, customer service and finance departments.
- Developed a training program for provider's staff personal.

Manager, Claims Adjudication, 01/2011 to 08/2011

CVS/Caremark

Manager, Process Integrity, 07/2009 to 01/2011

Universal American Corp

Senior Coordinator of Plan Set, 07/2005 to 07/2009

MemberHealth, LLC/Universal American Corp

Research Analyst/Administrative Assistant, 03/2004 to 07/2005

MemberHealth, LLC

EDUCATION

- **Kent State University** - BS, Integrated Health Studies
- **Cuyahoga Community College** - AAB, Administrative Office Studies