

Gordon Brown

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CAREER OVERVIEW

Experienced customer service representative, account manager, and external sales representative with an extensive customer service and billing background.

- Extensive Marine Industry Knowledge
- Large and Small Account Sales Experience
- Account Retention Professional
- Excellent Presentation Skills
- Skilled Customer Service Representative
- Experienced Negotiator

MARINE INDUSTRY EXPERIENCE

(1991 – Present)

West Marine

Sales Associate – Retail Sales

- Provide great Customer interactions and service, while sharing knowledge about West Marine products
- Process a wide variety of transactions to help Customers seamlessly complete their purchases
- Support small groups and individual interactions to solve problems

C. G. Edwards & Co., Inc.

Commercial Marine Wholesale Purchasing Manager

- Supervised staff of five employees
- Promoted highest quality customer service to client base providing customer service, technical assistance, and follow through on customer orders and shipping information
- Developed and maintained vendor and customer relationships
- Ensure sufficient inventory levels to fulfill customer orders in a timely manner
- Product sales

Huckins Yachts

Project Manager

- Coordinate with client, engineering team, and manufacturing team on new boat construction projects
- New product and yacht feature design
- Research new products to incorporate into yachts, & develop vendor relationships

Freedom & Legacy Yachts

Customer Service Associate

- Managed customer service and technical support with focus on resolving warranty and service issues
- Coordinated trade shows, yacht deliveries, and service work
- Parts Sales
- Assist with transition of new boat from construction to commissioning/sea trials to owner delivery

Wessagusset Yacht Club, Hingham Yacht Club, and Quincy Harbor Express, Freedom Boat Club

Deckhand, Launch Operator, and Manager

- Supervised staff up to 10 employees
- Maintained club boats, docks, piers, and other facilities
- Inventory management

SALES AND CUSTOMER SERVICE EXPERIENCE

(2003 – 2017)

Blue Cross Blue Shield of Massachusetts

Sales Executive – Retail Sales

Marketed and sold the BCBSMA individual and small group product portfolio on a direct basis to prospective new members and accounts by telephone.

Account Service Consultant

Health insurance liaison for major and national accounts' (500+ members) human resources departments and their employees. Account retention services focusing on client satisfaction, education and advisory role through:

- Coordination and presentation of healthcare products at health and wellness fairs
- Benefits, claims submittal, and contracts dispute and query resolutions leading to successful and satisfactory closure of member issues in a timely manner
- Annual benefits literature coordination and distribution
- New customer implementation and account management activities
- Coordination of multi-departmental projects, such as claims recoveries, claims processing analysis, benefits utilization analysis, and enrollment and billing audits

Global Service Team and Local Account Customer Service Associate

Responsible for resolution of global member claim and benefit issues.

Partners Benefit Group

Client Advocate

Provide day-to-day support for assigned group of clients for all of the medical, dental and ancillary products offered to clients' employees including: RFP support, sales material creation and dissemination, customer service support, benefit advisory, and deal tracking.

Boston Children's Hospital

Contracts Reimbursement Analyst

Responsible for third party reimbursement auditing with goal of identifying trends in under payment anomalies and successful appeals of such under payments leading to identification of over \$2.8 Million in payment variances over three quarters.

EDUCATION

Westfield State College

Westfield, MA (2000)

Bachelor of Science in Business Management with concentration in Marketing

Minor in music theory and jazz with focus on guitar

LICENSE

Massachusetts Resident Individual Producer License- Number 2031897