**Franz Kurt Wohlgemuth**

2379 Velma Ave, Columbus, OH 43211• 614-812-7914

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**QUALIFICATIONS SUMMARY**

Highly personable, hardworking, team player, multi-tasked, performance driven with over 20 years of experience in Call Center/Customer Service in areas such as insurance repairs, catalog industries, Medical, Vision (contact lenses, glasses), Federal (Department of Homeland Security). Published author on the website OpEdNews.com (Author Page: https://www.opednews.com/author/author520190.html).

**WORK EXPERIENCE**

**ASMR Research** CSR 757-578-1520 Columbus, Ohio 04/2021-Present

* Updating and adding new claims for Unemployment for the state of Maryland
* Potential Fraud Investigation
* Processing Proof of Employment

**HMS** TPR Specialist 2 469-284-6302 Westerville, Ohio 01/2020-04/2021

* Third Party Verification/Addition/Removal in association with Medicaid (states of Louisiana and Massachusetts)
* Coverage verification of Medicare
* Coverage Verification of Medco
* Assorted C.O.B.

**Enterprise Solutions** Verification Specialist 614-918-5179 Westerville, Ohio 09/2019-01/2020

* Coverage verification of Medicare (at HMS)
* Coverage Verification of Medco (at HMS)
* Assorted C.O.B. (at HMS)

**Charter Communications** CSR 614-633-2332 Columbus, Ohio 03/2018 to 07/2019

* Take calls for Internet/phone customers and conduct tech support
* Manage billing questions
* Schedule Technician appointments if necessary

**Aerotek Aviation** BSO (513) 229-2011 Columbus, Ohio 12/2016 – 08/2017

* Managing belt lines for outbound luggage and John Glenn International airport
* Various cleaning tasks
* Some computer work and paperwork

**Stop & Shop** Clerk (614) 641-7733 Columbus, Ohio 06/2016 – 12/2016

* Stocking product
* Cashier
* Placing orders with vendors
* Cleaning

**Spartan Logistics** Logistics Clerk (614) 497-1777 Columbus, Ohio 01/2016- 03/2016

* Processed in bound and out bound shipment paperwork
* Assisted in bound semi-truck drivers in checking in

**Contact US** CSR (614)-984-2399 Upper Arlington, OH 09/2014-10/2015

* Took orders, tracked orders, and general customer service over the phone, for Talbots clothing, handled consumer questions/issues with Scotts-Miracle Gro products

**AC Lens** CSR (614)-921-9892 Hilliard, OH 10/2012-08/2014

* Trained in laws regarding Contact Lenses and Eyeglasses
* Email Specialist regarding the order and sale of Contact Lenses and Eyeglasses
* Processed/tracked orders concerning Contact Lenses and Eyeglasses via phone and email contact with customers

**Aerotek** CSR (614)-932-1300 Dublin, OH 07/2012-10/2012

* Worked with Prescription Insurances and Pharmacists to make sure patience received their medication
* Trained in United Healthcare prescription coverage

**Teleperformance** CSR (614)-791-5085 Columbus, OH 08/2010-06/2011

* Took order and tracked orders, over the phone, for Ann Taylor/Loft clothing

**N.T.B.** Tire Tech (614)-262-2577 Columbus, OH 05/2010-08/2010

* Changed/replaced tires and oil changes

**BigLots** Recovery (614)-761-0114 Dublin, OH 11/2009-01/2010

* Straightened products on shelves, stocked products, ran cash register

**Isys LLC** CSR/DHS Lead (614)-410-1911 Lewis Center, OH 05/2007-08/2009

* Worked first hand with representatives from the Department of Homeland Security, Centers for Disease Control, Transportation Security Administration, and White House Security managing wireless telecommunications

**EDUCATION AND TRAINING**

MARION TECHNICAL COLLEGE Marion, Ohio 1996-1999 - Business Administration/Psychology

Tri-Rivers Joint Vocational Marion, Ohio 1994-1996 - Electronics

Highland High School Sparta, Ohio 1992-1996

Self-study in Political Science, 1994-Present

Self-study in History, 1996-Present

**REFERENCE LIST**

Shaun Lawson

Columbus, Ohio 614-886-9555

Renee Hamilton

Columbus, Ohio 614-812-7955

Gregory Deschain

Columbus, Ohio 614-738-4778

Alice Dickerson

Marion, Ohio 419-303-6783