

# Richelle Reyes

## Front Desk Receptionist and Coder - Red Arrow Medical Clinic

Portage, MI

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### WORK EXPERIENCE

#### Front Desk Receptionist and Coder

Red Arrow Medical Clinic - Coloma, MI - October 2013 to Present

Greet incoming patients and verify patient information

- Prepare patient chart, answer phone calls, and direct them to the proper personnel.
- Record CPT code and diagnosis into system as documented from physician's patient chart
- Collect co-pay, process insurance claims, and answer patient question in regards to their bill
- Follow up with patients regarding upcoming or future appointments
- Retrieve messages via telephone or email

#### Assist in quality control of scanned documents

Abraxas - Portage, MI - September 2010 to March 2013

Portage, MI

Document Scanner, September 2010- March 11, 2013

- Proficient in preparing and scanning various documents for high-profile companies
- Assist in quality control of scanned documents
- Routinely verify, code and file documents

#### Data Entry Clerk

Customs and Trade Services - Miami, FL - August 2008 to July 2010

Entered client product information and orders to be received and shipped to the United States

- Assembled and faxed documents to be sent to clients
- Effectively communicated with clients using e-mail and phone
- Performed other office duties as necessary to provide quality and timely customer service

#### Document Control Specialist

Automated Document Solution - Miramar, FL - January 2006 to August 2008

Prepared documents for local hospital

- Organized documents according to individual doctor's needs and priorities

#### Student Assistant

Miami Dade Medical Campus - Miami, FL - January 2004 to January 2006

Performed various office duties, such as document filing, data entry and answering phone calls

- Cashier
- Prepared identification badges for incoming students
- Participated in fundraising activities

### EDUCATION

Robert Morgan Educational School

2002 to 2004

## **Associates in Health Services Administration/Medical Billing and Coding**

Kalamazoo Valley Community College

### ADDITIONAL INFORMATION

#### SUMMARY OF SKILLS AND QUALIFICATIONS

- Certified General Office Clerk and Administrative Support
- Experienced in data entry, coding, and amazing chart program
- Experienced with Microsoft Office, Excel, Power Point, Word, and AS400
- Multilingual with excellent customer service
- Detail-oriented, efficient, organized and professional.
- Highly trustworthy, flexible, discreet and ethical
- Resourceful in the completion of projects and effective at multi-tasking.