

Kevin Bonneville
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Professional Summary

- Adept at prioritizing/managing deadlines
- Organized calendar management
- Qualified in patient transport
- Hospital inpatient and outpatient records
- Medical terminology expert
- Records management professional
- Familiar with commercial and private insurance carriers
- Talented client relations manager
- Skilled in call center operations
- Customer interface expertise
- Multi-line phone operation proficiency
- Exceptional workflow management
- Strong problem solving aptitude
- Customer service awards

Education

Aug 1996-May 2000

University of Texas at Austin

Bachelors of Science Degree- Chemistry w/ Minor in Business Management

Dean's and President's Honor Roll & Academic Achievement Awards.

3.87 G.P.A.

Employment History

Team Leader-Call Center Operations

APAC Customer Services- July 2013-March 2015

Newport News, Virginia

Exceptional interpersonal communication.

Customer Relationship Management Software (CRM).

Call center metrics decoding aptitude.

Familiarity with Key Performance Indicators (KPIs)

Adherence to high customer service standards.

Patient Services Representative

North Austin Medical Center- November 2008-June 2013

Austin, Texas

Answered telephone and email inquiries.

Communicated suitable information to coworkers in keeping with established procedures.

Entered patient discharge information into registration system.

Attended all personnel meetings system wide and at the site.

Maintained strict patient and physician confidentiality in accordance with HIPAA.

Identified and resolved patient billing and payment issues.

Accurately posted surgeries, hospital visits and payments for assigned carriers.

Responded to correspondence from insurance companies.

Evaluated patients' financial status and established appropriate payment plans.

Surgical Sterilization Technician- Operating Room/Emergency Department Registration Representative

Seton Northwest Hospital

Austin, Texas

Processed, cleaned, assembled, packaged, stored and sterilized in the autoclave hospital items, like surgical instruments, equipment and trays that needed decontamination. I have good manual dexterity can work quickly, while handling instruments and equipment expertly. I possess good communications skills, excellent healthcare decision-making skills, understand medical terminology, and work comfortably with computer systems.

The remaining 3 days of my work week consisted of checking patients into the E.D. Entered patient demographic data into the system, verified patient's insurability, provided explanation of benefits, posted charges and payments, and lastly processed patient discharge.

Skill Highlights

Good analytical skills with high accurateness.

Profound ability to maintain confidentiality in all aspects of the employment setting.

Able to communicate effectively both written and orally.

Calm and level headed under duress.

Quick problem solver.

Great organizational skills.

Reliable transportation.

Excellent customer relation skills.

Knowledge of medical terminology.

