

ADRIANA MIRAMONTES

Longmont, CO 80501

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Well-rounded professional backed by valuable administrative, data entry, and customer service experience. Able to provide timely and accurate data to ensure reimbursement for patient services. Communicate effectively with clients, internal staff, providers, and insurance payers to support the billing process.

- Bilingual - Fluent in English and Spanish / Certified Spanish Translator.
- Customer service skills necessary to communicate effectively with patients and healthcare providers.
- Strong organizational and time management skills with ability to establish priorities to meet timelines.
- Effective problem solver, able to assess situations and identify solutions.
- Communication Platforms - Zoom, Skype, Google Meet, and MS Teams.
- Microsoft Office Applications - Word, Excel, Outlook, PowerPoint, and Quickbooks.
- Type 60 WPM with data entry and 10-key skills.

Work Experience

Data Entry / Receptionist

Next Light - Longmont, CO

August 2022 to April 2023

- Assisting with a variety of administrative tasks including copying, faxing, taking notes, and making travel plans.
- Answering, forwarding, screening phone calls, and scheduling appointments.
- Transfers data from paper formats into computer files or database systems using keyboards, data recorders or optical scanners.
- Ensured the preparation and billing of complex client invoices in compliance with firm policy.
- Assisted the billing coordinator with the set-up and maintenance of electronic invoicing systems.

Data Entry / Receptionist

Manpower / IBM - Boulder, CO

May 2019 to June 2022

- Served as initial point of contact, greeted visitors, answered incoming phone calls, and directed customers to appropriate representative or department.

Adriana Miramontes, Cont.

- Entered and processed data, compiled, sorted, and verified accuracy of data, and checked batches for errors.
- Followed standard operating procedures, established work processes, and company policies.

Administrative Assistant

H & R Block - Longmont, CO

February 2014 to May 2019

- Answered and transferred inbound telephone calls, provided information, and took messages.
- Posted payments for IRS and the company, scheduled and confirmed appointments, operated office equipment, and used computer for various applications.
- Documented information, updated files and paperwork, and maintained documents.

Customer Service Representative / Technical Support - Call Center

Elwood Staffing - Boulder, CO

January 2013 to February 2014

- Serve as initial contact, answer inbound calls, respond to customer inquiries, and provide technical support on Outlook, Thomson Reuters, and AS400.
- Accept and post payments, enter customer account data, and communicate in a clear and concise manner.
- Identify customer needs, provide resolutions to problems, and follow established procedures.

Manager / Customer Service

Carl's Jr. - Longmont, CO

October 2007 to November 2012

- Evaluated employee job performance and conformance to regulations.
- Recruited, interviewed, and selected new employees.
- Trained employees in job duties, and interpreted and communicated work procedures and policies to staff.
- Resolved customer complaints and answered customer questions.
- Supervised the work of employees to ensure adherence to quality standards, deadlines, and proper procedures, and corrected errors and problems.

Longmont United Hospital
as a COVID-19 Tester.

Education

Associate of Science degree in Medical

Ultimate Medical Academy
2022

Skills

- Medical Billing
- Front Office Operations Medical Office Procedures
- Anatomy & Physiology HIPAA Compliance
- POS)
- Revenue Cycle Management
- Workers Compensation Electronic Health Records (EHR)
- EOBs
- Collections Co-Pay

- Managed Care (HMO)
- Third Party Payers
- Insurance Claim Processing
- Accounts Receivable
- Insurance Verification
- Co-Insurance
- CPT)
- Scheduling
- Medical Coding (ICD-10-CM)
- CMS 1500
- HCPCS
- Medical Terminology
- Electronic Medical Records (EMR)
- Deductibles
- CMS 1450 (UB-04)
- PPO
- Posting Payments Government (Medicare & Medicaid)

Assessments

Attention to detail — Proficient

March 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Data entry: Attention to detail — Proficient

April 2022

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

Retail customer service — Proficient

March 2022

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Customer service — Proficient

March 2023

Identifying and resolving common customer issues

Full results: [Proficient](#)

Work style: Reliability — Proficient

March 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.