

Angela Davis

Fort Collins, CO

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Data Verification Specialist

CorVel Corporation - Indianapolis, IN

June 2016 to March 2019

I was a Data Verification specialist and Provider relations for a medical and coding company. I took phone calls for inquiries on medical bills through the provider and was in communication with adjusters and medical providers. I also verify and process medical bills and am familiar with ICD-9 and ICD-10 diagnosis codes. I am familiar with CPT codes and am able to process and verify medical bills for processing. I have experience in creating Audits for customers, collecting refund checks that are owed to customers and CorVel. I also have a very deep understanding for Bill Review.

Server

Applebee's - Indianapolis, IN

October 2015 to June 2016

Responsibilities

I come in and set up my section making sure that every table is stocked with needed condiments. When I get sat with a table, I take their order and put it in the system, take the food out to the customers and continue to check up on them frequently.

Accomplishments

I have gained awesome customer service experience through this job and have also been able to work on multitasking, which is a huge part of the position I'm in.

Skills Used

At this job, I used multitasking, concentration, efficiency, and above all customer service.

ERS Dispatcher

GEICO - Indianapolis, IN

June 2015 to October 2015

Responsibilities

This is a call center in which I answer the phone and dispatch service providers for Geico policyholders. I interacted with customers and had to have great customer interaction with every individual.

Accomplishments

I helped customers who were at a time of distress and needed service as soon as possible. By inhibiting excellent interactive skills, I was able to turn a customer's upsetting day into a bright one.

Skills Used

I learned to multitask by listening to the customer while also being efficient and filling in the necessary information. I also created great listening and interactive skills that resulted in great customer service with every call. I improved on my data entry skills and improved greatly how to navigate through a computer.

Shift Manager

Taco Bell - Indianapolis, IN

June 2012 to April 2015

Responsibilities

I would take over the shift from the previous manager by counting the safe first and then deploying the employees where they worked best at. I would also monitor numbers and take care of customer's who were upset.

Accomplishments

I obtained skills that allowed me to understand customers and be able to fix problems with those customers. I also obtained skills that allowed me to manage over employees in a professional manner and delegate specific tasks.

Skills Used

I demonstrated management skills that brought upon leadership and the ability to understand so that I could stay neutral and find the best solution in any problem.

UPS Package Handler

UPS - Indianapolis, IN

October 2014 to December 2014

Responsibilities

I would unload the packages off of the truck and put them on the conveyer belt.

Accomplishments

I had never worked in a warehouse before so I accomplished working in that environment while being under pressure to get the trucks unloaded as quickly as possible.

Skills Used

I had to lift up to eighty pound packages so I learned how to properly pick up heavy packages as well as how to move quickly to get the job done.

Education

No degree. Some college experience in Business Management

IUPUI - Indianapolis, IN

May 2014 to May 2015

High school or equivalent in n/a

Bishop Chatard Catholic School - Indianapolis, IN

Skills

- Customer Service (5 years)
- Call Center (Less than 1 year)
- Computer Skills (3 years)
- Medical Billing (2 years)
- Medical Coding (2 years)
- Data Analysis
- Data Entry
- Excel
- Data Center
- ETL
- Data Management
- Router
- Charge posting (Less than 1 year)

Additional Information

I am a hard working individual who is a quick learner and someone that is very dependable when it comes to showing up to work and completing the job in a positive atmosphere.