

Brenda Valencia

Billing specialist

Greeley, CO 80634

brendavalencia45_od5@indeedemail.com

+1 970 559 9320

Brenda A. Valencia

1915 78th Avenue.

Greeley, Co. 80634

To whom it may concern,

I believe my skills and experience are a great match for the criteria for this position. I have extensive experience in a range of office administration roles, including some accounts work, data entry, and great customer service.

My present work mainly comprises very high volumes of data processing, customer service and Account receivables. I regularly exceed my required monthly key performance indicators in both aspects. I am a team player in the office, and I am regularly called in to fill in for other positions. I love working in a busy environment, I am also a self-starter requiring very little supervision.

I believe I can make a positive contribution to this position in which I am applying for; I look forward to the opportunity to work with your company.

Please contact me should you require and additional information.

Yours sincerely,

Brenda A. Valencia

OBJECTIVE

I am seeking a job position in which I may utilize my professional experience in an office and customer service setting, apply my knowledge in front office positions and provide great customer service.

I have a proven record of accomplishments in the areas of customer relations, scheduling, staff supervision, and general office operations. Strong organizational abilities combined with excellent interpersonal, communication, and leadership skills that allow me to work effectively with other people at all levels.

EDUCATION

- High school diploma, Class of 2007.

RELATED EXPERIENCE:

A.R.T

Greeley, CO.

Front Desk Receptionist

Nov. 2021- July 2022.

- Greet in-coming patient(s)
- Check-in patient(s)
- Verify patient demographics
- Collect copay, balances due on any accounts.
- Scan insurance card(s), verify coverage.
- Schedule follow-up appointments.
- Call next day appointments for appointment conformation.

UELS

Administrative Assistant

Evans, CO.

Dec. 2018 – July 2021

- Collect project entries
- Collect credit card transaction for end of month reconcile
- Create driver logs, file completed projects.
- Attend any meeting / training(s) for any changes / updates for any project(s).
- Maintain all office supplies and keep up with all office supplies.
- Submit all monument records to proper counties.

Energes Services. Greeley, Co.

Billing specialist

January 2018- September 2018

- collect work tickets from crew member's.
- proof read the tickets, double check pricing and hours to be billed.
- verify correct coding for tickets, AFE, task types and Expenditure. Work order numbers, location names and contractor/ foreman.
- create invoices in Netsuite, for my customers ; Noble, Anadarko, and Extraction.
- created invoices for hydrovac crews, construction, dump trucks and maintenance work. Also billed crane work and fabrication work from our fabrication shop.
- scan invoices and update to isupplier or OpenInvoice system for review and payment.

Foot and Ankle Center of Northern Colorado

Billing Specialist

Greeley, Co.

June 2015 -Jan. 2018

- Collect end of day doctor's chart(s) for submittal to proper insurance.
- Reconcile end of month AP/AR.
- Run delinquent balance report(s), make out going calls to past due patients(s)
- Work with past due patients for monthly payment(s) on all / any past due balances.
- Submit 90 day delinquent balances to collection company.

Assistant Account Manager; Information Technology Experts. Fort Collins, Co.

October 2013- October 2014

- Answer multi-line phone, greet anyone who comes into our office.
- Create quote for our customers, as well as create the billing folders for purchases.
- Create billing report spread sheets, create invoice(s) using Quickbooks, and receive payments reconcile credit card purchases.
- Keep track on billable times for our tech's and run time sheet reports. Scan any and all documents for customers as well as our tech's.

Patient Specialist; Sunrise Monfort Children's Clinic. Greeley, Co.

November 2011- October 2013

- Greet and check in patients.
- Verify insurance, Medicaid, CHP+, private insurance.
- Document note into patient's charts, if any during phone calls, or check in.
- Schedule daily appointments for patients, both whom are either English or Spanish speaking only.
- Scan and import all insurance, legal documents, Hippa and registration forms into patient's files.

Customer Service Representative; Center Partners, Fort Collins, Co.

November 2009-June 2010

- Assist customers in applying for Capital One Credit Cards.
- Receive in-bound and make out-bound calls.
- During phone calls; payments were processed to accounts, current balances were provided, and general questions were answered about card holder's accounts.

Customer Service Representative; PFC Payment Solutions, Loveland, Co
July 2008- August 2009

- Place outgoing calls to business owners.
- Schedule appointments for business owners for credit card processing.
- Confirmed scheduled appointments.
- Verified business owners had bank statements ready for appointment.
- Set closing appointments for our account executive's

RELATED SKILLS

- Bilingual and fluent in reading, writing, and speaking Spanish.
- Excellent communication, Proper phone etiquette and multi-tasking skills.
- Quickbooks Pro 2013
- Creating invoice, collection calls, receiving payments.
- Experience with translating.
- Skilled in Microsoft office: Word, Power point, and Outlook.
- Data entry, scanning documents, filing.

Authorized to work in the US for any employer

Work Experience

Billing Specialist

Energes Services LLC - Greeley, CO
January 2018 to September 2018

Brenda A. Valencia
Greeley, Co. 80634
Brendi_v@hotmail.com
(970) 793-1360

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Yours sincerely,

Brenda A. Valencia

Enclose.

Brenda A. Valencia

970-793-1360

Brendi_v@hotmail.com

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Customer Service Representative

PFC Payment Solutions - Loveland, CO

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- Set closing appointments for our account executive's

Education

High school or equivalent

Skills

- collection (Less than 1 year)
- data entry (Less than 1 year)
- invoice (1 year)
- payments (1 year)
- Quickbooks (1 year)
- Translation
- Insurance Verification
- Accounts Receivable
- Phone Etiquette
- Office Administration
- Microsoft Outlook
- HIPAA
- Medical Terminology
- Medical Scheduling
- Interpretation
- Medical Billing
- Accounting
- Account Management
- Spanish
- Accounts Payable
- Medical Records
- Research
- Pricing
- Medical Coding
- Order Entry
- ICD-10
- Medical Office Experience
- Microsoft Powerpoint
- Data collection
- Time management
- Medical office experience
- Medical terminology
- Customer service
- Clinic

- Computer skills
- QuickBooks
- Accounts receivable
- Front desk
- Medical office management
- Medical records
- Order entry
- Accounting
- Medical coding
- Translation
- HIPAA
- Operating systems
- Windows
- ICD-10
- Cash handling
- Data collection
- Leadership
- Information security
- Bilingual
- Spanish
- Supervising experience
- Home health
- Account management
- Cash register
- Office management
- Accounts payable
- EMR systems
- Patient care
- Communication skills
- Administrative experience
- Multi-line phone systems
- Microsoft Word
- Microsoft Outlook
- Microsoft Excel
- Office experience
- Typing
- Organizational skills
- Phone etiquette

Certifications and Licenses

Driver's License

Additional Information

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