

CECILIA RAMIREZ

PROFILE

Experienced professional with a diverse background in healthcare reimbursement, office administration, and customer service. Skilled in managing insurance claims, providing exceptional customer support, and ensuring smooth operations.

ACTIVITIES AND INTERESTS

- Reading
- Photography
- Journaling

KEY SKILLS

- Budget management
- Excellent listener
- Friendly, courteous, & service oriented
- Poised under pressure
- Staff training & coaching
- Solid written & verbal communicator
- Bilingual (Spanish)

WORK EXPERIENCE

Reimbursement Specialist

Banner Health | Greeley, Co
2019- Present

- Managed and processed insurance claims, ensuring accuracy and timely reimbursement.
- Collaborated with healthcare providers and insurance companies to resolve claim issues.
- Conducted thorough research to identify billing errors and discrepancies, resulting in increased revenue.

Office Assistant

American Family Insurance | Greeley, CO
2017-2019

- Assisted with administrative tasks, including data entry, filing, and document management.
- Responded to customer inquiries and provided support in policy inquiries and claim processing.
- Collaborated with the claims department to ensure efficient and accurate claims handling.

EDUCATION

A.S. Cybersecurity
University of Phoenix
Feb 2024

