

Objective: Employment

SKILLS:

- MS Office
- Typing (62 WPM)
- Coordinator/ Dispatcher
- Customer Service Representative
- Administrative Assistant
- Receptionist
- Front Desk
- 3 years Certified Medical Administrative Assistant
- 3 years Certified Billing and Coding Specialist
- Data Entry/ Data Processing
- CNA License

QUALIFICATIONS:

- 10+ years experience Customer Service in a call center environment, face to face customer, technician's workload coordinating, sales and services
- Cashier experience
- 3 years experience medical receptionist
- 3 years experience working with medical insurance companies- referrals, 2728, HIPPA consent forms, patient's records, modality information, entering medical lab results into a computer system.
- 4 years experience working with bookkeeping/payroll (401K, medical-dental-vision insurance payments posting, reconcilements and forms.)
- 10+ experience with data entry into a spreadsheet and into computerized systems
- Experience with HIPPA information and State of Colorado motor vehicle information

PROFESSIONAL EXPERIENCE:

8/2009 to Current: Company: Wellpoint/Anthem

Position- Enrollment & Billing Representative

Enrollment & Billing Representative will be responsible for enrollment activities and maintaining assigned accounts. Primary duties may include, but are not limited to: They may initiate outgoing calls, respond to providing customer service to plan members and resolving issues. Verifies enrollment status, makes changes to records, researches and resolves enrollment system rejections; addresses a variety of enrollment questions or concerns received by phone or mail. Enrollment & Billing Representative will ensure accuracy and timeliness of the membership functions. I respond to inquiries concerning enrollment processes and maintain enrollment database. As well as order Identification Cards. Determines eligibility and applies contract language for each case assigned. Performs error output resolution for electronic eligibility and processes error discrepancy list. Experience with Medicare part D and MA/MAPD products. Experience using the Center for Medicare and Medicaid Marx system.

1/2006 – 9/2008: Company: Renaissance Healthcare

Position – Member Service Representative

- Provided support and management to renal disease program by enrolling eligible members into the End Stage Renal Program, scheduling and documented all Nurse Care Managers activities. Mailed educational materials, surveys, welcome documents to patient. Send out vascular access initiative letters to the physicians and dialysis units. Enters and maintains patient's demographic, insurance and modality information accurately into the RHC databases. Work collaboratively with the different health plans that have contract with RHC and their care team members and patients while maintaining integrity of patient's protected health Information. Front office receptionist duties.

08/2005 to 12/2005: Company: City and County of Broomfield, Colorado

Position – Clerical Assistant

Department- Colorado State Motor Vehicle

- Provide office support for the Motor Vehicle department in Broomfield, Colorado to their customer over the phone and face to face. Duties included answering and processing of customer question concerning purchases of their new and used vehicles, renewals of their license plates, issuing temporary license permits, licenses and titles on manufacture's statement of origin forms, Colorado to Colorado Mortgages, out of state mortgages, scanning and batching of security agreements and creating, running and batching of Colorado State Motor Vehicle titles.

Department: Broomfield Wastewater Treatment Plant

- Front office duties including issuing security ids' to vendors and visitors. Creating and updating file system.

Department: Building Permits

- Issuing building permits to contractors and vendors for the City and County of Broomfield.

3/2003– 8/2004 Company: MUZAK

Position - Installation and Service Coordinator

- Responsible for all aspects of coordinating, delegating, scheduling, troubleshooting, processing incoming order, correcting orders and researching clients new and existing service and installation order requests for Audio, Drive-thru systems, Close Caption TV and satellite systems. Meeting customers' expectations and deadlines. Receiving call center calls from client experiencing outages and creating trouble tickets including the user's first and last name, location, phone numbers and details of outages. Assigning trouble tickets to field technicians. Following up with end users to make sure service is back up and working.

3/2002–11/2002 Company: Professional Financial Systems

Position - Medical Billing Clerk

Receiving calls from patient's questioning their bill from Boulder radiologist. Calling medical insurances companies to result patients reject medical claims. Working with patient's to set up payment schedules for their bills.

1/1991– 4/2001 Company: QWEST

Position: QA Engineer:

- Interface with clients to obtain requirements for end to end testing of their products and services into the QWEST carrier systems. Created test cases and reports. Collected, executed, validate maintenance and documentation of test data cases and presented test results to customers.

Position: Service Delivery Coordinator

- Design, maintain, document, track all aspects of the QWEST carrier truck accounts installations and service request. Create and enter design install and service orders through carrier order systems.

Position: Load Dispatcher:

- Delegate and coordinate the installation and service technicians' workloads on a daily bases for QWEST. Worked with executives, foreman, vendors, internal and external representatives to insure all installations meet customers' deadlines. Receiving call center calls from client experiencing outages and creating trouble tickets including the user's first and last name, location, phone numbers and details of outages. Assigning trouble tickets to field technicians. Following up with end users to make sure service is back up and working.

Position: Customer Sales and Service Representative

- Consulted and sold QWEST products and services to customer in a call center environment. Verified customer's bills and created proper documents to correct, add, adjust or remove services.

Position: Payroll and Medical Insurance Representative:

- Manage Qwest employees' medical, dental, vision, 401K and life Insurances accounts. Reconciled company insurance accounts. Worked during the open enrollment periods.

EDUCATION:

Agape Angelicism Nursing School of Arts - CNA

New Horizon Computer Learning Center - Medical Administrative and Billing and Coding, Physiology and Medical Terminology Courses, Microsoft Office Courses, Automated Medical Office Procedures, Microsoft Office.

Certificates: Certified Medical Administrative Assistant, Certified Billing & Coding Specialist

Front Range Community College- Accounting Course, Beginning Italian and Spanish Courses, Microsoft Office Courses

University of Phoenix: AC/DC, Basic Electronics

References upon request