

# Jason McKinney

**I am an extremely hard working individual whom pays close attention to detail with a proven track record.**

Loveland, CO 80537

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I am an extremely hard working individual whom pays close attention to detail with a proven track record. I manage time well and am experienced with ensuring projects are completed within deadlines. I have an excellent record of managing complicated tasks, maintaining high standards of quality, and ensuring timeliness of said tasks. I have experience in Customer Service, Logistics, Freight Forwarding, Warehousing, Shipping and Receiving, Forklift, some Heavy Machinery, Lanscaping and Construction (mainly Carpentry). My strengths include supervision including training, strong work ethic, problem solving, reliability and a positive, can do attitude.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Billing Specialist**

Rise Broadband - Loveland, CO

September 2019 to September 2022

- Call Center based billing support for Residential and Commercial internet customers

### **Cylinder Technician**

Boulder Scientific Company

August 2018 to July 2019

- Worked closely with State and Federal Transportation authorities in order to facilitate shipment
- Extensive use of forklifts as well as many other tools
- Worked with highly toxic and hazardous materials in a safe manner

### **Customer Service Specialist**

CMC

May 2017 to February 2018

Managed incoming and outgoing patient calls regarding billing statements and patient procedure inquiries at the facility level

- Handled difficult patient billing issues with empathy and professionalism
- Assisted patients with complex insurance issues
- Guided patients through charity care applications
- Worked closely with the Hospital billing departments to ensure financial obligations were being met both with the patient and the Health Insurance Companies including Medicare and Medicaid
- Treated every patient with respect and successfully solved patient issues

## **Coordinator Imports and Exports**

DT Grolle

July 2015 to February 2017

- Organized domestic LTL and FTL shipments per customers' requests
- Coordinated with overseas shipping agents to secure air or ocean cartage
- After arrival in the US, set up transportation from the Port of entry (Air terminal or Ocean Port) for final delivery to customer
- Worked with multiple vendors to ensure movement was timely and cost effective
- Worked closely with U.S. Customs to clear incoming shipments
- Maintained and supervised inventory control in the companies warehouse.

## **Production Assistant**

EkoPak

September 2014 to July 2015

- Maintained quality control for numerous products
- Trained and supervised incoming employees
- Extensive use of warehousing equipment, including forklifts
- Ensured that the customers' expectations and demands were met

## Education

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### **Diploma**

Pine Richland High School

August 1988 to May 1992

## Skills

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- Forklift (10+ years)
- Customer service (8 years)
- Billing
- Medical billing
- Organizational skills
- Billing customer service
- Excel
- Powerpoint
- Word
- Pricing
- Quality Inspection
- Accounts Receivable
- Microsoft Outlook
- Quality Control
- Medical Terminology
- Medical Records

- Freight Experience
- Data Entry
- Insurance Verification
- Logistics
- Quality Assurance
- Cold calling
- Warehouse management system
- Communication skills
- Microsoft Excel
- Time management
- Typing
- Microsoft Office
- Materials handling
- Order Picking
- Shipping & Receiving
- Manufacturing
- Warehouse Management
- Shipping & receiving (7 years)
- Packaging
- Management
- Landscaping (10+ years)
- Carpentry (2 years)
- Drywall (1 year)
- Order Picker
- Warehouse Distribution Experience

## Assessments

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### **Work style: Reliability — Highly Proficient**

June 2022

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

Full results: [Highly Proficient](#)

### **Attention to detail — Proficient**

September 2022

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

Full results: [Proficient](#)

### **Warehouse safety — Highly Proficient**

June 2022

Using safe practices in a warehouse setting

Full results: [Highly Proficient](#)

### **Customer focus & orientation — Proficient**

June 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Cleaner fit — Expert**

September 2022

Measures the traits that are important for successful cleaners

Full results: [Expert](#)

### **Work motivation — Proficient**

September 2022

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

### **Cooking skills: Basic food preparation — Proficient**

June 2022

Preparing food, using cooking equipment, and converting ingredient measurements

Full results: [Proficient](#)

### **Scheduling — Proficient**

September 2022

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Proficient](#)

### **Workplace safety — Highly Proficient**

September 2021

Using safe practices at work

Full results: [Highly Proficient](#)

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

## Additional Information

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### SKILLS & ABILITIES

- Proficient with Microsoft (Word, Excel, PowerPoint, etc.)
- Experience with medical based software
- Medical billing customer service experience
- Excellent communication and customer service skills; able to successfully negotiate pricing, deadlines and customers' expectations
- Strong organizational skills; ability to multitask
  
- Multiple years Forklift experience