

## Education

1997 – 2002 University of Colorado Denver, Co

- Bachelors of Arts Degree
  - Major: Psychology
  - Minor: Sociology
  - ❖ **Honors and Activities**
    - University of Colorado at Denver Deans list 1999-2001
    - The National Deans List 1999-2002
    - National Honors Society of Psychology majors 2001-2002
    - Vice President, National honors society of Psychology majors 2002

## Skills

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Microsoft Word	Excel	Access	Outlook
Power Point	Publisher	IRENIS	Intergy
Practice Analytics	Crystal Reports	AxiUm	NextGen
Collections	Ten Key	Deposit	Phone Tree
Training			

## Summary

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Loves a challenge. Quick and eager learner and ready to find an innovative, exciting, and growing company where I can develop, grow and expand my career. I have vast experience that can add to my position to help with the team to master any task with superior quality. I am a great leader, a pull my weight team member and a motivated responsible self-starter. I have trained fellow co-workers on new programs and have also helped them with any minor computer issues they may have had whenever needed. I am always ready to jump in and do what is needed to get the job done.

## Experience

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**University of Colorado School of Dental Medicine      Accounting Technician II      January 2013-Present**

- Collect all previous daily deposits from 10 clinics and tally all patient payments i.e. cash, credit, checks as well as all insurance payments making sure that they match all cashier drawer tallies in the system. Once the numbers have been tallied and everything is correct in the system, I compile them on to a spread sheet and complete paper work to be sent to the college bursars office, and create a secure deposit for pick up to be sent to the bank.
- Call insurance companies and Medicaid to inquire about outstanding claims and for patient eligibility. Work with the doctors to help obtain reports, x-rays, and explanations for denied and unpaid claims from the insurance so they can be appealed and paid in a timely manner.
- Work with insurance companies and Medicaid to obtain preauthorization for certain procedures.
- Work in the Emergency clinic, General Resident clinic, Periodontic Resident Clinic, and Oral Surgery clinic in the main cashier office
- Work closely with the dental students and residents checking out their patients and collect payment for their procedures
- Check accounts for the next day's schedule for outstanding balances and missing information for collection prior to appointments. Take in-coming patient calls regarding financial and insurance inquiries

**Banner Health, Loveland, CO      PFS REP CBO      May 2008-September 2012**

- Use Practice Analytics, Access and Crystal reports to create weekly reports, and spread sheets for patient refunds and patient collection payments. Research all open and missing check inquiries
- Solve minor IT issues within the office. Trained Super User for the Next Gen system
- Created training manuals for office procedures, Lead small training sessions
- Post all payments that are received from the insurance companies and patients through the bank via mail and through the electronic database for all clinics
- Create a daily deposit download from the bank database, converting it over to a workable spread sheet for the incoming deposits. Tally and balance all open billing journals at the end of the business day

# Kristen Johnson

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- Communicate with Arizona's corporate office regarding all outstanding refunds due to patients and insurance companies
- Make collection calls on outstanding accounts. Work in connection with collection firm

## **Collect America, Denver, Co**

### **Affidavit Processor**

**September 2006 - December 2007**

- Read over affidavits sent in from various law firms obtained by the company for their accuracy and legality. After affirmation I would then notarize the document for litigation
- Worked directly with each law firm to enhance the layout and wording of the affidavit, as well the transition of the files
- Created weekly Excel spread sheets to show the process of each firm's affidavits
- Provided any back up that the legal teams may have needed. Including swearing in witnesses when a phone-in testimony was needed

## **Mesa Air Group, Phoenix, AZ**

### **Flight Attendant**

**January 2004 - September 2006**

- Promoted to Initial operating experience supervisor, to provide in-flight training to new Flight Attendants.
- Provided exceptional and personalized customer service in preparation of food and comfort to both first class and economy passengers. Special care was taken to insure safety and preparation of the cabin for all flights.
- Presentation of safety procedures and information to the passengers with the ability to get and keep passenger's attention throughout the presentation.
- Worked with the ground and flight crew to provide platinum service when preparing the aircraft for flight readiness including restocking of supplies and presentation of the interior with expedience to keep the flight on schedule.