

Lydean Collins

Objective	To bring to the table the desire and commitment to provide quality patient care. I will utilize my exceptional patient care skills to enhance business.
Skill Summary	<ul style="list-style-type: none"> ■ Medical Terminology Sterile Techniques Charting ■ Appointment Scheduling Vital Signs Bookkeeping ■ CPR Coding Ortho Statics ■ Urinalysis CPT and ICD Telephone Triage ■ Accurate Monitoring Transcription Customer Relations ■ Injections Suture Removals ECG ■ HIPPA Phlebotomy Microsoft Office ■ Microsoft Excel Microsoft Outlook Rooming Patients
Work Experience	<p>Typing 25 WPM 10 Key by Touch EMR IV's Blood drawing Front Office Skills Port Flushing</p> <p>Customer Service Rep Nelnet 06/13/2016 to Current Aurora CO</p> <p>Receiving incoming calls from customers who have student loans. Assisting customers' with setting up deferments, forbearances, and manage student loan accounts. Send out requested information to customers and processing payments.</p> <p>Customer Service Rep 24-7 Intouch 11/15-05/2016 Aurora,Co</p> <p>Received incoming calls in regards to orders being placed for Sephora.com, Troubleshooting orders that were not delivered or damage, summited claims to carriers that showed products was delivered. Reshipped damaged products back to clients. Problem solving complicated in store issues with clients, issued store credits, refund credit cards, handle store complaints, placed new orders and made new profiles for clients. Start investigation processes for suspected fraud on accounts.</p>

	<p>Back Office MA Rocky Mountain Cancer Centers 12/06-1/07 240 hour externship 4/07- 11/15 Denver, CO</p> <p>Hired on permanently upon in 4/07 after completion of externship Collected vital signs for all patients coming in for hydration, chemotherapy, and emergency inpatient care, prepared rooms and escorted patients to emergency rooms, office visit appointments, and blood draw appointments, accessed ports for chemotherapy with proper sterile techniques, cleaned, sterilized, and flushed ports, picc lines, IV's and orthostatic, administered medications through injections, retrieved O2 stats, performed PT/INR checks, stocked and ordered supplies for 6 exam rooms, explained homecare treatment procedures, medications, diets, and physician's directions to patients, recorded patients medical history for physicians offices and accurately corresponded lab test result</p> <p>Billing Specialist American Medical Response 3/02-11/05 Englewood, CO</p> <p>Received incoming calls regarding invoices and general billing questions, issued billing statements to insurance companies on a monthly basis, arranged debt repayment and resolved discrepancies, contacted customers to obtain accurate patient information and updated records accordingly, maintained file correspondence which included invoices and supporting documentation</p> <p>Senior Call Coordinator Nextel Communications 9/01-2/02 Greenwood Village, CO</p> <p>Received incoming calls from customers, verified the status of customer orders, determined charges for services requested, collected deposits, payments and made billing arrangements, problem solving, reviewed orders to make sure they were accurate, referred unsolved customer complaints to the appropriate departments for resolution, followed up to ensure customer satisfaction</p> <p>Order Entry Clerk Sealy Manufacturing Company 09/00 – 05/01 Denver, CO</p> <p>Answered incoming calls from dealers and future customers regarding products and services, processed all bedding orders for the western region, maintained files on received orders, reviewed inventory records to determine availability of requested merchandise, provided excellent customer service, operated office equipment including fax machine, scanner, computer, calculator and 10 key by touch</p>
Education	

	<p>Concorde Career College April 2006</p> <ul style="list-style-type: none">■ Dean's List■ Rangeview High School	<p>Medical Assistant Diploma Aurora, CO</p> <p>High School Diploma Aurora, CO</p>
	<ul style="list-style-type: none">■ Certifications and Awards■ OSHA Certification■ Hippa Certification■ BLS Healthcare Provider■ Participation certificate 9 Health fair	