

Patti Stengel

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PROFILE

Well-qualified and results-oriented Administrative Professional experienced in positions of increasing responsibility and duties. Team player with polished communication skills: verbal, written, interpersonal, presentations and rapport building. Seeking a position with an organization that can use and build on my skills and experience.

- HIPPA Compliance
 - Account Collections
 - Policies and Procedures
- Medical Records/Reports
 - Staff Training & Development
 - Front Desk/Cashier

CAREER PROGRESSION

Delaney Radiologists – Wilmington, NC February 2012 – December 2013

Patient Account Specialist - Billing Office: Responsible for assisting Insurance Specialists with Medicare/Medicaid Eligibility claim status. Responsible for calling patients on delinquent accounts to collect payments and accounts with missed budget plan payments. Answered incoming calls, processed payments, answered billing inquiries. Secondary coverage for cashier's office: Collected payments for self-pay patients or co-payments due at the time of service, ran next day patient schedule report and called patients as a reminder of their appointment and notified them of any balances due at time of visit. Handled all Attorney/Liability requests: verified authorizations, printed radiology reports/billing statements for mail/fax.

Bank of the Rockies, N.A. – Centennial, CO June 2011 – February 2012

Remote Real Estate Loan Processor for the Rocky Mountain Regional Branch: Provide Processing services for Community Bankers in CO, MT & MA. Perform all duties of Processor to include compliance of RESPA and Regulatory policies and procedures and drawing closing documents. Processor files are 95% paperless and digitally prepared and executed for this environmentally conscious office. Currently processing Conventional, USDA, FHA and VA Loans Nationally.

Home Savings of America - Centennial, CO November 2008 — May 2011

Remote Loan Processor for the Rocky Mountain Regional Branch: Provide Processing services for Community Bankers of HSOA in MA, NV, IA and a Direct Branch Offices in ND. Perform all duties of Processor to include compliance of RESPA and Regulatory policies and procedures. Currently processing Conventional, FHA and VA Loans Nationwide. Post-Closing audit record rated at 100%. Our entire team moved together from HSOA to Bank of the Rockies.

JKrantz Branch Office - Choice Financial/Home Savings of America - Lakewood, CO September 2007 — November 2008

Branch Processor: Provide Processing services to staff of mortgage professionals. Generate compliance on all files to insure branch is maintaining all regulatory compliances, policies and procedures. Maintain daily spreadsheet of all working files for management forecasts. Document the process flow of files from submission to funding and package for post-closing. Proficiency in processing Conventional, FHA and VA loans. Actively built solid relationships with referral sources for generation of new business. Post Closing audit record rated 99% for the last six months.

Fortune Financial Group, LLC — Broomfield, CO August 2005 — September 2007

Processing Supervisor: Main duties included: Processing for a team of 8 Mortgage Professionals funding 20 loans per month. Applications were entered into Calyx Point, credit reports ordered and all applicable disclosures were generated and sent to borrower. Responsible for pre- underwriting of all files prior to lender submission. Proficient with over twenty lenders web-based automated underwriting systems for these submissions. Funded loans were then closed in Calyx Point and filed. Designed and Integrated a Processor Training Manual. Trained New Hires on the Applications of running the Calyx Point software. Other office duties include: Pipeline Reports for Management, new hire packages and submission of bond applications, review marketing lists, completed all Broker Packages. RESPA packages and denial letters mailed to borrowers accordingly.

EDUCATIONAL BACKGROUND

Highland Senior High School — Thornton, CO 1978

Skills: Imagine, RIS, Moneris, RealMed, Synapse, NCTracks, Word, Excel, Calyx Point, 10-Key, CPR Certified