

Val Massey

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OBJECTIVE

To obtain a position utilizing my expertise in the area of Security/Customer Service and

- Adept in all areas of general office procedures • Proficient in Word, Excel, Framework, Lotus 123, DBase and Mastermind
- Excellent oral and written communication skills • 40wpm/ approx. 8500kph
- Quick learner, adaptable, flexible • Dependable and team player
- Billing/Coding Specialist (Parks College)

ADT SECURITY SERVICES

07-05-04 – PRESENT - Special Operations - Receives incoming customer calls regarding account information, products billing rates, service policies and procedures. Receives incoming alarm signals and responds using information provided on instruction screens. Places necessary outgoing calls to verify alarms, dispatch proper authorities and notify responsible parties. Records information and forwards to the proper department for processing. Also we may have special projects or duties which are assigned by management.

Inbound Rep/Customer Service Specialist – Responsible for responding appropriately to calls from National/Commercial and residential accounts, in addition to assisting with Technical Support issues.

Outbound Rep – responsible for monitoring alarms in the ADT system and responding appropriately.

TEMPORARY SERVICE

06-01-03 THRU 01-01-04

Assignment: Kaiser Permanente. Position Coordination of Benefits Clerk

Responsible for verifying insurance, generated Kaiser reports using Excel. Maintained confidentiality regarding rules around HIPPA guidelines. Used working knowledge of medical terminology, diagnostic and procedure coding. Knowledge to accurately process Explanation of Benefits. Knowledge of and ability to apply basic computer skills.

MEDICAL INTERNATIONAL

06-02-02 – 08-01-02

Served as assistant to owner of this small business where I supervised 8 medical examiners and assisted with scheduling exams and related clerical duties.

NATIONAL JEWISH MEDICAL CENTER

05-01-97 – 07 01-01 Customer Service Rep

Responsible for scheduling all testing for patients which involved general clerical duties as assigned. Other positions held during my tenure were Admissions Rep and Front Desk Clerk.