

Resume 544

OBJECTIVE:

Highly motivated, knowledgeable, and detail oriented professional to secure a position with your company as a *Customer Service, Administrative Assistant, or as applicable*, utilizing my skills, training, and experience.

SUMMARY OF QUALIFICATION:

- Over 10 years' experience in sales and providing uncompromising highest standards of customer service in retail and office settings, assisting customers with their product and service requirements and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Experienced retaining quality employees through sound Team Building concepts, excellent communications, and respected leadership skills, guiding and directing individuals to maximize productivity and personal potential
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Understands the importance of patient confidentiality and complies with all HIPAA rules and regulations
- Strong problem-solving skills often in a fast paced, high-pressure environment
- Excellent communication skills and experienced resolving residents' issues
- Familiar with using computers, Windows, Internet research, and email; able to type over 50 WPM
- Multi-tasks effectively, learns new systems quickly, and completes all projects on or ahead of schedule
- Dependable, conscientious and cooperative colleague
- Works well independently or with a team of other health care professionals

PROFESSIONAL EXPERIENCE:

09/14 – Present *Patient Access Representative*

Mount St. Mary's Hospital, Lewiston, NY

- Complete documents and other paperwork such as intake or insurance admitting forms.
- Finalize Medicare secondary payer questionnaire accurately and performs insurance eligibility.
- Answer phone calls, explain facility policies and procedures, and directed calls to appropriate staff.
- Preparing and distributing patient identification bands and arranging for transportation to assigned rooms.
- Search for copay amounts regarding various medical services and ensure proper figures were entered.
- Obtain signatures for financial responsibility and treatment procedures from patients and guardians.
- Resolve or clarify codes or diagnoses with conflicting, missing, or unclear information.
- Maintain or operate retrieval systems to collect, classify, store, or analyze patient information for accurate billing.
- Protect the security of medical records to ensure that confidentiality is maintained.

05/05 – 07/11 *Cosmetic Manager*

Shoppers Drug Mart, Niagara Falls & St. Catharines, Ont. Canada

- Directed and supervised employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Provided customer service by greeting and assisting customers and responding to customer inquiries and complaints.
- Planned and prepared work schedules and keep records of employees' work schedules and time cards.
- Hired, trained, and evaluated personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Established and implemented policies, goals, objectives, and procedures for the department.
- Reviewed inventory and sales records to prepare reports for management and budget departments.
- Planned and coordinated advertising campaigns and sales promotions and prepare merchandise displays and advertising copy.

EDUCATION and TRAINING:

Computerized Medical Billing

Niagara Community College, Sanborn, NY

Cosmetology Certification

Visage School of Cosmetics, Toronto, Canada