

# JESSICA CLAIRE

## HEALTHCARE CUSTOMER SERVICE REPRESENTATIVE

100 Montgomery St. 10th Floor • (555) 432-1000 • resumesample@example.com

### Professional Summary

Healthcare Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty. Understanding of HIPAA, ability to learn new software quickly.

### Skills

- Budget and Records Management
- Archival Materials
- Customer Communication
- Electronic Content Management
- Microsoft Word
- Microsoft Excel
- Document Oversight
- Understanding Customer Needs
- Issue and Complaint Resolution
- Teamwork and Collaboration
- Attention to Detail
- Maintaining Confidentiality

### Work History

#### Records Management Specialist, 02/2022 to Current

Caci International Inc. – Dunkirk, MD

- Scanned paper documents into computer and assigned identification numbers to simplify tracking process.
- Making sure the scanned document an exact copy of the original hard copy document, per V-QMS-051206, Good Documentation practices.
- Resubmitted claims after editing or denial to achieve financial targets and reduce outstanding debt.
- Promoted efficient document processing by maintaining orderly and clean control room.
- Utilized Ephesoft Transact to scan and clean up project documents.
- Verified client information by analyzing existing evidence on file.
- Adhered to established procedures for handling sensitive and classified documents to retain chain of custody integrity.
- Developed and edited template contracts with changes in company's service lines or new development.
- Gathered, reviewed and input True Copy Verification approval reports each day using Alfresco software
- Collaborated across departments and levels of management to gain consensus on procedural documentation.
- Identified areas of weakness and recommended or implemented process improvements.
- Managed file archival and information retrievals.
- Assisted with document troubleshooting and recovery of corrupt documents and files.
- Reviewed document management protocols and user activities against internal records policies and document management standards.
- Converted documents from one application to another.
- Contacted document requestors and obtained additional information required to process document requests.'

#### Patient Experience Coordinator, 12/2019 to 01/2022

Common Spirit – Gold River, CA

- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Answered patient assistance calls, assessed needs and offered qualified support.
- Obtained patient vital signs and reported results to staff nurse or physician, noting changes from prior measurements.
- Maximized patient satisfaction by helping individuals carry out personal tasks such as dressing and walking.
- Evaluated patients to identify and address wounds, behavioral concerns and medically relevant symptoms.
- Supported patient admissions, discharges and transfers to promote team productivity.
- Followed document protocols to safeguard confidentiality of patient records.
- Helped address client complaints through timely corrective actions and appropriate referrals.
- Taught patients and families to use at-home medical equipment.
- Kept current with literature and medical advancements to advocate to and for patients.
- Maintain high standards of Confidentiality to safeguard and protect Patient's Right and comply with all company and facilities policies and HIPAA regulations.
- Organized patient records and database to facilitate information storage and retrieval.
- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.
- Facilitated communication between patients and various departments and staff.
- Applied administrative knowledge and courtesy to explain procedures and services to patients.
- Offered simple, clear explanations to help clients and families understand hospital policies and procedures.
- Worked with patients to ascertain issues and make referrals to appropriate specialists.
- Recommended service improvements to minimize recurring patient issues and complaints.

#### Data Entry Specialist, 10/2013 to 11/2019

Qvc, Inc. – Rocky Mount, NC

- Compiled data and reviewed information for accuracy prior to input.
- Completed data entry tasks with accuracy and efficiency.
- Entered numerical data into databases with speed and accuracy using 10-key pad.
- Managed workflow scheduling, data entry and accuracy verification for large data projects.
- Reviewed and updated client correspondence files and database information to maintain accurate records.
- Identified data entry errors and reported to necessary departments.
- Scanned documents and saved in database to keep records of essential organizational information.
- Corrected data entry errors to prevent later issues such as duplication or data degradation.
- Managed documents by organizing forms, making photocopies, filing records, preparing correspondence and creating reports.
- Compiled monthly budget reports, financial spreadsheets and organizational charts to support business operations and improve office organization.
- Drafted reports for upper management as directed.
- Executed data verification to detect errors.
- Produced monthly reports using advanced Excel spreadsheet functions.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Supported multiple departments with special projects.
- Reviewed completed work for compliance with regulations.
- Investigate discrepancies as they arise.
- Review and file documents using internal systems and email.

#### Inventory Clerk, 01/2013 to 09/2013

Sonoco – Wilson, NC

- Completed physical inventory counts each month.
- Recorded information, shortages and discrepancies to keep records current and accurate.
- Maintained inventory count, tracked usage and documented variances.
- Evaluated supplies and product inventory to check for quality and quantity issues and returned unacceptable materials to vendors.
- Kept documentation and records accurate and up-to-date with latest data to prevent errors in processing or delivery.
- Used hand-held devices and computers to record and monitor inventory levels and completed audits to uncover and address inaccuracies.
- Verified incoming products and checked delivery totals to keep system records current and accurate.
- Marked stock items with identification tags, stamps, electric marking tools or other labeling equipment.
- Maintained strong vendor connections by arranging pricing and delivery structures and managing specific shipment or paperwork concerns.
- Recorded adjustments, pallet audits and tracked discrepancies.
- Verified contents of inventory loads against Bills of Lading.
- Completed scheduled inventory counts and supply audits to track shrinkage and inform purchasing decisions.
- Administered inventory network, controlled stockroom procedures and supervised warehouse administration exercises.
- Developed master production schedule to satisfy production demand while carrying minimum active inventory for just-in-time manufacturing.
- Taking inbound phone calls regarding inventory.

### Education

#### Bachelor of Science: Health Information Technology, 03/2024

Southern New Hampshire University - Hooksett, NH