

# JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

## HIGHLIGHTS

- Microsoft Office proficiency
- Excel spreadsheets
- Meticulous attention to detail
- Results-oriented
- Self-directed
- Time management
- Professional and mature
- Strong problem solver
- Resourceful
- Dedicated team player
- Strong interpersonal skills
- Self-starter
- Medical terminology
- Billing and coding

## EDUCATION

Westmoreland County Community College Youngwood, Pa • 2001

**Associate of Applied Science:**  
Criminal Justice GPA: Graduated with Honors  
Criminal Justice Graduated with Honors

Westmoreland County Community College Youngwood , PA • 2011

**Certificate:** Office Administration

Westmoreland County Community College Youngwood, Pa • 2012

**Associate of Applied Science:**  
Medical Office Administration GPA: Graduated with Honors  
Medical Office Administration Graduated with Honors I successfully completed an internship at Westmoreland Community Action, which resulted in an offer of employment within the organization.

## SUMMARY

Administrative position with focus on Client Relations/Customer Service. Knowledgeable in medical terminology, anatomy and physiology. Knowledge of ICD-9-CM, CPT and HCPCS II coding guidelines. Experience in CMS 1500 billing. Proficient in the use of Microsoft Office. Goal-oriented individual with strong leadership capabilities. Proven ability to work in unison with staff, and subordinates.

## ACCOMPLISHMENTS

- Increased office organization by developing more efficient filing system and customer database protocols.
- Received a merit raise for strong attention to detail, exemplary customer service and team-player attitude. *Customer Service*
- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts. *Customer Interface*
- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders. *Database Maintenance*
- Assisted in the managing of the company database and verified, edited and modified members' information.

## EXPERIENCE

**Sonic Healthcare Usa - Administrative Assistant/HMIS Database Administrator**  
Bryan, TX • 2013 - Current

- Coordinate the clerical/secretarial support of all programs supervised by the Next Steps Supportive Housing Program Coordinator.
- Responsible for statistical record keeping via computer entry.
- Compiling, extracting and tabulation of said data to form reports for state, county, agency, and all affiliated agencies or programs.
- Coordinates the purchase of furniture, equipment, housekeeping items and other related program needs.
- Documents and prepares all billing records as needed.
- Submits to Program Coordinator for approval.
- Responsible for initial intakes of all referrals to the Next Steps Supportive Housing Program to complete the Next Steps Supportive Housing Program referral form and prepare referral packet for Next Steps Supportive Housing Program Case manager.
- Perform any and all duties as assigned by the Program Coordinator of the Next Steps Supportive Housing Program.

**Sonic Healthcare Usa - Medical Billing Specialist**  
Chattanooga, TN • 2012 - 2013

- Evaluate billing submissions to ensure completeness, accuracy, and compliance with the ICD-9-CM and CPT manual.
- Evaluate medical record documentation coding to optimize reimbursement.
- Review claims before submission for completeness and accuracy to minimize claim denial.
- Evaluate records and prepare reports for review by management.
- Prepare and submit clean claims to various insurance companies either electronically or hard copy.
- Identify and resolves patient billing issues.
- Process payments from insurance companies and submit to the fiscal department for deposit.
- Identify errors such as missing or incomplete records and documentation, or codes that do not conform to the approved coding principles and guidelines.

**Lodge Management Group - Medical Billing Specialist**  
Chicago, IL • 2011 - 2013

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**Wendy's - General Manager**  
City, STATE • 1998 - 2007

- Responsible for all administrative duties including basic payroll maintaining and auditing employee files, daily banking procedures, inventory control and product ordering.
- Oversee daily operations of the restaurant.
- Operated shifts effectively to ensure, customer satisfaction and maximum profitability.
- Interviewing, hiring, training, development and all administrative duties associated with the new hire process.
- Ensure that each customer has a positive and satisfying experience at every visit.

## SKILLS

- Professional and friendly
- Multi-tasking