

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Dedicated Medical Transcriptionist who enjoys meeting deadlines. Knowledgeable in Pediatric Cardiology, Adult Cardiology, and Electrophysiology. Offers a successful career history comprising more than 38 years.

## SKILLS

- Close attention to detail
- Editing
- Medical terminology
- Excellent verbal communication
- Oral and written communication
- Resourceful and reliable worker
- Document accuracy
- Proficient in Microsoft Office
- Excellent problem solver
- Adept multi-tasker
- Research and data analysis

## WORK HISTORY

### Information Technology Specialist

Springfield Local School District – Haslet, TX

- Responsible for the Cardiac Cath Lab Apollo Reporting System and Heart Lab Digital Archive System.
- Provided after-hours support for applications and project efforts when needed.
- Consistently met deadlines and requirements for all production work orders.
- Referred major hardware and software problems and defective products to vendors or technicians for service.
- Identified and corrected performance issues.
- Trained users in the proper use of hardware or software.
- Applied performance tuning techniques.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
- Oversaw the daily performance of computer systems.
- Aligned office departments and increased inter-department communication and data sharing.
- Ensured proper installation of cables, operating systems and software.
- Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.
- Escalated unresolved issues to appropriate level.
- Created and maintained databases, network accounts and programs for specific department needs.

### Administrative Assistant

In-Terminal Services – Spearfish, SD

- Same duties as Secretary in addition to:
- Oversaw inventory and office supply purchases.
- Provided clerical support to company employees, including copying, faxing and file management.
- Organized all new hire, security and temporary paperwork.
- Coordinated office inventory by restocking supplies and placing purchase orders.
- Made travel arrangements for management and executive staff.
- Sorted, received, and distributed mail correspondence between departments and personnel, including parcel packaging, preparation, and efficient shipping.
- Composed and drafted all outgoing correspondence and reports for managers.
- Helped distribute employee notices and mail around the office.
- Interacted with vendors, contractors, and professional services personnel to receive orders, direct activities and communicate management instruction.
- Obtained signatures for financial documents and internal and external invoices.
- Served as corporate liaison between the finance, IT and marketing departments.
- Greeted customers and visitors in-person and via telephone calls.
- Audited new customer files to verify medical necessity and satisfaction of coverage criteria.
- Liaised with vendors to order and maintain inventory of office supplies.
- Aggregated and prepared documentation and reports for office meetings, distribution, and filing.
- Opened and properly distributed incoming mail.
- Greeted numerous visitors, including VIPs, vendors and interview candidates.
- Compiled annual recommendations for end of fiscal year budgets.
- Located, checked in and pulled medical records for appointments and incomplete patient charts.
- Ordered and distributed office supplies while adhering to a fixed office budget.
- Created detailed expense reports and requests for capital expenditures.
- Directed guests and routed deliveries and courier services.
- Coordinated travel accommodations for staff and out-of-town visitors, including vouchers, agendas, and transportation.
- Complied annual recommendations for end of fiscal year budgets.
- Maintained a clean reception area, including lounge and associated areas.
- Managed office supplies, vendors, organization and upkeep.oversaw daily office operations for staff of 5 employees.
- Screened all visitors and directed them to the correct employee or office.
- Answered telephone inquiries from clients, vendors and the public.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Monitored and screened visitors to verify accessibility to inter-office personnel.
- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.
- Prepared packages for shipment, pickup or courier delivery to customers.
- Answered and quickly redirected calls.
- Trained new employees on multiple medical billing programs and data entry software.
- Received and routed business correspondence to correct department or staff member.
- Drafted biweekly time sheets for 30 executives and employees.
- Accurately posted and sent out all medical claims.
- Maintained updated knowledge of coding requirements, through continuing education and certification renewal.
- Interacted with providers and other medical professionals regarding billing and documentation policies, procedures and regulations.
- Accurately selected the proper descriptive code when more than one anatomical location was indicated.
- Checked patient records to make sure that information was accurate.
- Prepared billing correspondence and maintained database to organize billing information.
- Reviewed documentation for compliance with requirements and accuracy of information.
- Interacted with all necessary partners throughout the establishment including physicians, nursing staff, technicians, and medical assistants.
- Thoroughly researched newly identified diagnoses and/or medical procedures to expand skills and knowledge.
- Actively maintained current working knowledge of CPT and ICD-9 coding principles, government regulation, protocols and third party requirements regarding billing.
- Followed all HIPAA rules and regulations regarding patient confidentiality.
- Developed and implemented improvements to billing system to maximize efficiency, reduce delinquency and increase accuracy.
- Coordinated with other internal departments and customers to keep operations running smoothly and solve both routine and complex problems.
- Resourcefully used various coding books, procedure manuals and on-line encoders.
- Researched CPT and ICD-9 coding discrepancies for compliance and reimbursement accuracy.
- Maintained strict patient and physician confidentiality.
- Identified and resolved patient billing and payment issues.
- Meticulously identified and rectified inconsistencies, deficiencies and discrepancies in medical documentation.
- Contacted the Medical Records Manager immediately when problems arose.

### Secretary

South Dakota Board Of Regents – Washington, DC

- Same duties as Medical transcriber in addition to:
- Ordered all office supplies including ink cartridges, toner, and paper.
- Monitored and screened visitors to verify accessibility to inter-office personnel.
- Completed data entry, tracked resumes and maintained the applicant tracking system.
- Maintained a clean reception area, including lounge and associated areas.
- Answered telephone inquiries from clients, vendors and the public.
- Interacted with vendors, contractors, and professional services personnel to receive orders, direct activities and communicate management instruction.
- Kept reception area clean and neat to give visitors a positive impression of the company.
- Complied annual recommendations for end of fiscal year budgets.

- Answered and managed incoming and outgoing calls while recording accurate messages.

- Located, checked in and pulled medical records for appointments and incomplete patient charts.

- Greeted customers and visitors in-person and via telephone calls.

- Trained new employees on multiple medical billing programs and data entry software.

- Answered inquiries and addressed, resolved or escalated issues to management personnel to ensure client satisfaction.

- Directed guests and routed deliveries and courier services.

- Managed office supplies, vendors, organization and upkeep.

- Managed hundreds of accounts receivable accounts working directly with the Financial Management Office.

- Performed accounts receivable duties including invoicing, researching chargebacks, discrepancies and reconciliations.

- Helped distribute employee notices and mail around the office.

- Oversaw inventory and office supply purchases.

- Opened and properly distributed incoming mail.

- Aggregated and prepared documentation and reports for office meetings, distribution, and filing.

- Drafted biweekly time sheets for 30 executives and employees.

- Greeted numerous visitors, including VIPs, vendors and interview candidates.

- Answered and quickly redirected calls.

- Compiled annual recommendations for end of fiscal year budgets.

- Made travel arrangements for management and executive staff.

- Obtained signatures for financial documents and internal and external invoices.

- Coordinated travel accommodations for staff and out-of-town visitors, including vouchers, agendas, and transportation.

- Composed and drafted all outgoing correspondence and reports for managers.

- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.

- Coordinated, scheduled and arranged meeting and travel calendars, including business and social events.

## EDUCATION

### Associate of Applied Science: Medical Secretary, 1978

Santa Fe College - Gainesville, FL

### Associate of Arts: 1976

Polk State College - Winter Haven, FL