

# JESSICA CLAIRE

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## Summary

Compassionate Advocate with outstanding communication skills. Goes extra mile to provide assistance to victims of abuse through proficient knowledge of court procedures, network of resources and hard work.

## Skills

- Document Preparation
- Effective Multitasking
- Community Advocacy
- Knowledge of Federal and State Laws
- Time Management
- Spanish Fluency
- Justice Programs
- Community Outreach and Education
- Establishing Effective Relationships
- Courtroom Procedures
- Events Planning
- Collaboration and Teamwork
- Building Trust and Relationships

## Experience

### Advocate, 05/2022 to Current

Bcfs – Sacramento, CA

- Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations.
- Completed reports, paperwork and documentation accurately and on time.
- Reached out to individuals via phone, email and SMS to deliver help and support.
- Advocated for victims during difficult situations by filing police reports and connecting to needed services.
- Informed victims about legal processes and timelines.
- Provided direct support, coaching and intervention to increase self-sufficiency and goal attainment.
- Attended hearings with victims to provide emotional support.
- Identified appropriate community resources and provided referrals for services.
- Used computerized systems for tracking, information gathering and troubleshooting.
- Gathered and analyzed information to advocate safety, well-being and progress.
- Presented to general public and outside agencies to raise awareness and garner support for initiatives.
- Performed data input to document care and services plans, needs assessments and progress notes.
- Made appropriate referrals and follow-up referrals to be certain families received needed services.
- Conducted presentations on victimization and other issues to create trauma-informed community.

### Medical Office Specialist, 08/2020 to 04/2022

Hca – Saginaw, TX

- Registered patients and scheduled appointments.
- Acquired insurance authorizations for procedures and tests ordered by attending physician.
- Interacted with providers and other medical professionals regarding billing and documentation policies, procedures and regulations.
- Communicated with patients to resolve inquiries, schedule appointments and address billing questions.
- Collected information, verified insurance and collected co-payments for patients as part of check-in process.
- Maintained smooth flow of examinations to keep appointments on schedule.
- Cleaned and disinfected exam tables, trays and lamps to comply with infection control policy.
- Adhered to HIPAA requirements to safeguard patient confidentiality.
- Scheduled and confirmed patient appointments and consultations.

### Office Receptionist, 01/2014 to 07/2020

Nations Roof – Grand Rapids, MI

- Scheduled and confirmed appointments.
- Answered and directed incoming calls using multi-line telephone system.
- Processed payments and updated accounts to reflect balance changes.
- Delivered administrative support to team members by making copies, sending faxes, organizing documents and rearranging schedules.
- Prepared correspondence, reports and other documents in final formats with correct punctuation, capitalization, grammar and spelling.
- Protected clients' rights by maintaining confidentiality of personal and financial information.
- Submitted claims to insurance companies and researched and resolved denials and explanations of benefit rejections.
- Answered customer invoice questions and resolved issues discovered during invoicing and collection process.
- Contacted insurance providers to verify insurance information and obtain billing authorization.
- Input payment history and other financial data to keep customer accounts up-to-date in system.
- Submitted claims to insurance companies.
- Assessed billing statements for correct diagnostic codes and identified problems with coding.
- Entered procedure codes, diagnosis codes and patient information into billing software to facilitate invoicing and account management.

### Medical Assistant, 01/2005 to 02/2014

Sun River Health – Beacon, NY

- Interviewed and engaged patients to obtain medical history, chief complaints and vital signs.
- Organized charts, documents and supplies to maintain team productivity.
- Relayed messages from patients to physicians about concerns, condition updates or refill requests to facilitate treatment.
- Cleaned and maintained medical equipment following procedures and standards.
- Documented notes during patient visits.
- Responded to patient callbacks and phone-in prescription refill requests.
- Educated patients about medications, procedures and physician's instructions.
- Secured patient information and maintained patient confidence by completing and safeguarding medical records.
- Contacted pharmacies to submit and refill patients' prescriptions.
- Conducted insurance verification and pre-certification and pre-authorization functions.
- Labeled and completed lab requisitions using ICD and CPT coding.

## Education and Training

Medical Assistant

San Antonio College of Medical & Dental Asst. - McAllen, TX