

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Friendly Patient Advocate trained in Microsoft software and compliance requirements. Detail-oriented, hardworking and reliable. Successful working with hospital, social service entities and insurance companies to achieve positive all-around outcomes. Resourceful Patient Advocate offering 6 years of hospital experience. Versed in collaborating with insurance companies and completing paperwork. Passionate about patient care. Dedicated 6 highly effective at getting patients connected with valuable resources. Technologically savvy and successful managing large caseloads. 6 years of success career experience in large hospital environments. Caring Patient Advocate with successful background working as positive intermediary between hospitals and patients undergoing treatment. Excellent communication and problem-solving abilities. Bringing 16 years of experience in field. Motivated 6 enthusiastic about helping patients navigate rights and responsibilities during treatment. Personable demeanor with priority on care and service.

SKILLS

- Activity monitoring
- Verbal and written communication
- Proficient in Microsoft
- Insurance understanding
- Follow through
- Relationship building
- Organized nature
- Resource utilization
- Quality assurance
- Interdepartmental cooperation
- Caseload management
- Medicaid knowledge
- Patient rights
- Chart pulling
- Appointment Scheduling
- System updates
- Document filing
- Medical insurance
- Interpreting physician orders
- Insurance verifying
- Payment collection

WORK HISTORY

Patient Advocate, 09/2021 - Current

State Of Georgia – Troup, GA

- Utilized knowledge of available resources to help patients select appropriate courses and obtain relevant support.
- Assisted patients in understanding individual rights and responsibilities in regards to care, coverage and payment.
- Maintained documentation on patient activities, coverage issues and hospital actions.
- Reviewed patient claims, bills and medicolegal documents for accuracy.
- Managed large caseload of patients in Medicaid department.
- Helped patients file appeals to insurance denials and worked with insurance companies to resolve disputes.
- Collected and reviewed patient information to assess eligibility for special programs.
- Responded to patient concerns and questions with compassionate and knowledgeable service.
- Worked effectively with staff from all departments to coordinate resolutions.
- Entered details into computer systems and managed database of information.
- Helped address client complaints through timely corrective actions and appropriate referrals.
- Worked with patients to ascertain issues and make referrals to appropriate specialists.
- Offered simple, clear explanations to help clients and families understand hospital policies and procedures.
- Organized patient records and database to facilitate information storage and retrieval.
- Facilitated communication between patients and various departments and staff.
- Applied administrative knowledge and courtesy to explain procedures and services to patients.
- Taught patients and families to use at-home medical equipment.
- Recommended service improvements to minimize recurring patient issues and complaints.

Cashier, 08/2020 - 09/2021

Magnolia Bakery – Los Angeles, CA

- Restocked and organized merchandise in front lanes.
- Helped customers complete purchases, locate items and join reward programs.
- Answered questions about store policies and addressed customer concerns.
- Monitored self-checkout systems and provided assistance or intervention where required.
- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Reviewed weekly sales ads and monitored price changes.
- Worked flexible schedule and extra shifts to meet business needs.
- Completed inventory counts and ordered merchandise.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Mentored new team members on POS system operation, customer service strategies and sales goals.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Collected and authorized payments of guests.

Assistant Manager, 03/2021 - 08/2021

Laz Parking – Emeryville, CA

- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Completed regular inventory counts to verify stock levels, address discrepancies and forecast future needs.

EDUCATION

High School Diploma: 04/2003

American Christian Academy - Texarkana Tx