

# BRETT REMPEL

9291 MILAGROS CENTER, DETROIT, MI

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## PHONE

+1 (555) 914 9786

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## EXPERIENCE

### **SCHADEN, KIHN AND PARKER**

01/2019 – present

Los Angeles, CA // *Patient Advocate*

- Expert listening skills
- Empathetic with a coachable attitude
- Prior patient/customer experience
- Serves as a role model for exceptional customer service
- Excellent communication and complaint resolution skills
- Develop strong trusting relationships in order to lead through influence
- Experience in healthcare industry/healthcare organization working with a clinical team and patients strongly
- Demonstrate extensive understanding of insurance plans and benefits (PPO, HMO, POS, EPO, Indemnity)

### **LANGWORTH, CONROY AND LUETTGEN**

03/2014 – 12/2018

Los Angeles, CA // *Patient Advocate*

- Medical coding and knowledge of CPT ICD-9 and ASA codes
- Respond to all patient inquiries including billing, payments and claims
- High School diploma or equivalent
- Intermediate to advanced knowledge of Microsoft Office (specifically Word and Excel)
- Demonstrates excellent verbal and non-verbal communication skills, tact, and diplomacy
- Experience in a medical healthcare claims role dealing with facilities, providers and members
- Experienced and highly skilled in working with phone inquiries

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## EDUCATION

### **UNIVERSITY OF MISSOURI–COLUMBIA**

*Bachelor's in Healthcare*

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## SKILLS

- Ensures the dignity of patient/customer is maintained at all times
- Patient when responding to questions and answers questions appropriately
- Responds to requests in a timely manner, handles interruptions in a skillful way
- Demonstrates strong computer skills with knowledge of control charts and Microsoft applications including Outlook, Word, Excel, and PowerPoint
- Exception oral and written communication skills
- Performs analytical and decision making functions with minimal supervision
- Demonstrates an understanding of relative Hospital and all-departmental policies and procedures including safety issues