

JESSICA CLAIRE

- resumesample@example.com
- (555) 432-1000
- 100 Montgomery St. 10th Floor

PROFESSIONAL SUMMARY

Friendly Patient Advocate trained in MS Office, all California Medicaid portals, IBM ACE & PBAR: Medical billing applications, & Advocacia software and compliance requirements. Detail-oriented, hardworking and reliable. Successful working with hospital, social service entities, State & local county departments and insurance companies to achieve positive all-around outcomes.

SKILLS

- Quality assurance
- Organized nature
- Caseload management
- Insurance understanding
- Patient rights
- Resource utilization
- Relationship building
- Interdepartmental cooperation
- Medicaid knowledge
- Activity monitoring
- Verbal and written communication
- Chart pulling
- Appointment Scheduling
- Document filing
- System updates
- Insurance verifying
- Property tours and inspections
- Maintenance knowledge
- Marketing and advertising
- Customer service-focused
- Tenant and eviction laws
- Contract Negotiation
- City and county regulations
- Scheduling
- Accounting
- Appointment Setting
- Bank Reconciliation
- Preparing property agreements
- Administrative support
- Database Management

EDUCATION

Palm Springs High School

Palm Springs, CA • 06/1998

High School Diploma

CERTIFICATIONS

- Licensed since 2017
- Licensed Real Estate Agent since 2019

WORK HISTORY

Bump Health - Patient Advocate

Peoria, IL • 02/2017 - Current

- Assisted patients in understanding individual rights and responsibilities in regards to care, coverage and payment.
- Utilized knowledge of available resources to help patients select appropriate courses and obtain relevant support.
- Responded to patient concerns and questions with compassionate and knowledgeable service.
- Reviewed patient claims, bills and medicolegal documents for accuracy.
- Entered details into computer systems and managed database of information.
- Worked effectively with staff from all departments to coordinate resolutions.
- Maintained documentation on patient activities, coverage issues and hospital actions.
- Collected and reviewed patient information to assess eligibility for special programs.
- Helped patients file appeals to insurance denials and worked with insurance companies to resolve disputes.
- Followed document protocols to safeguard confidentiality of patient records.
- Helped address client complaints through timely corrective actions and appropriate referrals.
- Facilitated communication between patients and various departments and staff.
- Organized patient records and database to facilitate information storage and retrieval.
- Applied administrative knowledge and courtesy to explain procedures and services to patients.
- Offered simple, clear explanations to help clients and families understand hospital policies and procedures.
- Assisted in recovery process by offering [Covered California enrollment assistance](#) and [California Medicaid enrollment assistance](#).

Vacasa - Vacation Rental Property Manager

Brinnon, WA • 05/2015 - 01/2017

- Maximized rental income while minimizing expenses through effective planning and control.
- Developed annual operating budgets and forecasts, as well as sales and marketing plans.
- Coordinated appointments to show marketed properties.
- Conducted inspections of property grounds, buildings and equipment to identify maintenance concerns and direct timely repairs.
- Collected and maintained careful records of rental payments and payment dates.
- Worked closely with clients to facilitate appropriate loans, inspections and credit reports.
- Introduced and monitored effective lease renewal programs to maintain high occupancy rates.
- Communicated effectively with owners, residents and on-site associates.
- Responded to Common Area Maintenance (CAM) inquiries.
- Delivered emergency 24-hour on-call service for tenants on building issues.
- Administered property-related budgets, reviewed invoices and tracked costs.
- Kept properties in compliance with local, state and federal regulations.
- Completed annual rent calculations using housing database software.

Keller Williams Realty Chaparral Country Club - Property Manager Office Administrator

City, STATE • 01/2013 - 05/2016

- Optimized organizational systems for payment collections, AP/AR, deposits and recordkeeping.
- Managed supervisor itinerary and appointments and streamlined scheduling procedures.
- Improved office operations by automating client correspondence, record tracking and data communications.
- Implemented project management techniques to overcome obstacles and increase team productivity.
- Improved customer satisfaction scores through application of superior conflict resolution and problem-solving skills.
- Developed internal requirements and standards to minimize regulatory risks and liability across programs.
- Maintained primary relationship accountability for clients, overall servicing responsibility and client satisfaction to maximize profitability of client relationships.
- Oversaw appointment scheduling and itinerary coordination for both clients and personnel.
- Prepared variety of different written communications, reports and documents.