

# JESSICA CLAIRE

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## SUMMARY

- Proven skill set in quality of personal customer service provided which consistently augmented sales for organizations
- Super multitasking skills that have allowed repeated accelerated performances
- Broadened self-assessments by increasing patience and listening skills
- Proficient with computers and internet research.
- Certified Nursing Assisted
- Computer Training in Microsoft Outlook, Excel, and PowerPoint as well as other office equipment
- Typing 50WPM/Ten Key touch 8500 Keystrokes a hour

## SKILLS

- Medical Terminology
- Health Records Management
- Reception and Phone Skills
- Appointment Setting
- Bookkeeping and Basic Accounting
- Treatment Authorization Referrals
- Insurance Billing: CMS-1500
- Coding: CPT & ICD-9
- MS Office 2016
- Clerical
- Receptionist
- Medical Terminology
- Organizational Skills
- Customer Service
- Billing
- General Ledger Accounting

## EXPERIENCE

- 08/2021 to Current    **Customer Service Advocate**  
**New York Life – Tampa, FL**  
Respond to and resolve, on the first call, customer service inquires and issues by identifying the topic and type of assistance the caller needs such as benefits, eligibility and claims, financial spending accounts and correspondence, Help guide and educate customers about the fundamentals and benefits of consumer-driven health care topics to select the best benefit plan options, maximize the value of their health plan benefits and choose a quality care provider, Contact care providers (doctor's offices) on behalf of the customer to assist with appointment scheduling or connections with internal specialists for assistance, Assist customers in navigating myuhc.com and other UnitedHealth Group websites and encourage and reassure them to become self-sufficient, This role is equally challenging and rewarding, You'll be called on to research complex issues pertaining to the caller's health, status and potential plan options
- 06/2021 to 12/2021    **Account Technician**  
**Bonita Unified School District – San Dimas, CA**  
Accounting Technicians are given a wide variety of general accounting and data entry assignments in conjunction with financial services for the franchise industry. Performance is judged based on the quality of work and ability to meet time constraints. Record transactions on general ledger and complete financial statement compilations. Prepare and track client communications, including arrangement and scope. Sales and Use Tax Preparation, client audit data compilation, various research projects as assigned. Prepare reports to monitor and determine success of beBetter initiatives.
- 05/2016 to 06/2020    **Receptionist**  
**Danbury Health Systems – Kingston, NY**  
Collection calls and/or correspondence, providing customer service regarding collection issues, process customer refunds, process and review account adjustments, resolve client discrepancies and short payments. Responsible for monitoring and maintaining assigned accounts- Customer calls, account adjustments, small balance write off, customer reconciliations and processing credit memos. Accountable for reducing delinquency for assigned accounts. Perform other assigned tasks and duties necessary to support the department. Running DPS on the Texas Pharmacy Board.
- 02/2016 to 06/2020    **Administrative Assistant/Billing and Code**  
**Western Dental – Los Angeles/Hollywood, CA**  
Answer and direct phone calls, Organize and schedule appointments, Plan meetings and take detailed minutes, Write and distribute email, correspondence memos, letters, faxes and forms, Assist in the preparation of regularly scheduled reports, Develop and maintain a filing system, Update and maintain office policies and procedures, Order office supplies and research new deals and suppliers, Maintain contact lists, Book travel arrangements, Submit and reconcile expense reports, Provide general support to visitors, Answering and directing phone calls, Organizing and scheduling appointments, Planning meetings and taking detailed minutes, dealing with lawyers on base to base with the client, Reading and analyzing patient records, Determining the correct codes for patient records, Using codes to bill insurance providers, Interacting with physicians and assistants to ensure accuracy, Keeping track of patient data over multiple visits, Managing detailed, specifically-coded information, Maintaining patient confidentiality and information security
- 04/2015 to 01/2016    **Patient Care Coordinator**  
**Fedex – Cudahy, WI**  
Check-in and out Patients using Epic, Scheduling chemotherapy/Biotherapy and also labs appointments, Answer Phone Calls, Emails, and in basket messages, Trained to use Care and Clinic Station systems, Checks patients in at the front desk and keeps them updated on the status of their appointments while they wait, Work with Nurses on getting treatment order signed, Look up and read treatment plan and orders in epic
- 02/2013 to 02/2015    **City Mail Carrier**  
**Southwest Airlines Federal Credit Union – Dallas, TX**  
Deliver packages and mail to businesses and people in towns, cities, and rural areas, Set up a route and deliver mail six days a week on route, Place packages and letters in mailbox and secure with mailbox flap, Secure many envelopes or parcels with a rubber band, Retrieve outgoing mail from boxes., Place larger packages on porch or doorstep, Take packages into businesses and give to individual., Ensure people sign off for receipt of package, Arrange mail in delivery sequence, Collect money for postage-due and COD (cash-on- delivery) fees and obtain signed receipts for registered, certified, and insured mail, Leave notices on customers' doors informing them packages could not be delivered and will be held, Answer questions about postal regulations, Provide change-of-address cards and other postal forms when requested, Operate approved vehicle to deliver mail or walk on foot, Assist people by lifting heavy packages and placing them at their door, Inform individuals when mail cannot be delivered due to holidays or inclement weather.
- 07/2010 to 11/2012    **Call Center Representative**  
**ACS – City, STATE**  
Managing large amounts of inbound and outbound calls in a timely manner, Following communication "scripts" when handling different topics, Identifying customers' needs, clarify information, research every issue and providing solutions and/or alternatives, Manage large amounts of inbound and outbound calls in a timely manner, Follow communication "scripts" when handling different topics, Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives, Seize opportunities to upsell products when they arise, Build sustainable relationships and engage customers by taking the extra mile, Keep records of all conversations in our call center database in a comprehensible way, Frequently attend educational seminars to improve knowledge and performance level, Meet personal/team qualitative and quantitative targets.

## EDUCATION AND TRAINING

- 12/2009    **Cosmology**  
**Texas Barber College And Hairstyling School - Houston - Houston, TX**
- 05/2007    **High School Diploma**  
**Langham Creek High School - Houston, TX**