

WILMARIS SERRANO

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Experienced with 6 years in the healthcare industry specializing in customer service in skilled nursing facility along with billing and insurance verification background working with other departments in a team effort to make sure every resident has a pleasant experience.

EXPERIENCE

MARCH 1ST. 2015 – CURRENT

ASSISTANT BUSINESS OFFICE MANAGER, PALM GARDEN OF ORLANDO

- Managed Care billing and follow up on outstanding claims
- Daily Insurance verification
- Responsible for Accounts Payable and Resident Trust
- Inputting and discharging patients/residents in Pointclickcare
- Verifying patients/resident's information is correct
- Front desk coverage
- Responsible for Month end close procedures with billing and trust reconciliation

MAY 25TH, 2012 – MARCH 1ST, 2015

ADMINISTRATIVE ASSISTANT, PALM GARDEN OF ORLANDO

- Greets guests, family and staff.
- Answer a multi-line phone system, direct calls and take down messages
- Upload documents and update patients/residents accounts in Pointclickcare
- Assist business office and other departments
- Responsible for coffee station and making sure front office is kept clean
- Manages/orders facility office supplies

EDUCATION

MAY 2018

BACHELOR'S DEGREE, UNIVERSITY OF CENTRAL FLORIDA

Digital Media

MAY 2015

ASSOCIATES IN ARTS DEGREE, VALENCIA COLLEGE

General AA

SKILLS

- Dependable
- Professional
- Team player
- Self-starter
- Meet deadlines
- Detailed oriented
- Very organized
- Works well under pressure
- Self-motivated
- Works well independently