

JUSTIN GREEN

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Goals:

To further increase and hone my knowledge and experience within the registration sector of the medical field.

Qualification Highlights:

- Strong and effective communication skills written, on phone, and in person.
- Extensive experience with patient check-in and check-out process.
- Knowledge and experience with HIPAA policies and guidelines.
- Typing Speed of ~84 WPM.
- Strong customer service skills.
- Experience working in an intense collaborative work environment.
- Can work under stressful work conditions.
- Self-starter
- Can Multitask

Professional Experience:

PATIENT ACCESS REPRESENTATIVE

HOUSTON METHODIST HOSPITAL – HOUSTON, TX

October 2016 – January 2020

- Utilize estimation software, gather CPT codes, write accurate self-pay estimates for lab procedures.
- Greet and register patients in the Houston Methodist Labs, Emergency Department, Outpatient Services Area, and other various roles throughout the hospital as needed.
- Demonstrated thorough knowledge of computer systems and programs for hospital use including Microsoft Word, Outlook, Citrix, Epic, PatientTrak, as well as diagnosing smaller issues with registration computers.
- Used knowledge of computers to creatively solve problems in the registration department by writing HTML files for coworkers to use, alleviating access problems plaguing the department.
- Quickly and efficiently wrote detailed trouble tickets to hand larger issues off to the IT team to handle.

BARISTA

STARBUCKS – FORT WORTH, TX

June 2015 – July 2016

- Operated complex and simple POS.
- Maintained a high level of professionalism while in stressful work environments.
- Resolved customer disputes with tact and professionalism.
- Ensured all health, safety, and sanitation guidelines were followed.

OVERNIGHT STOCKER

WALMART- BURLESON, TX

March 2013 – September 2015

- Handled products and equipment in accordance with safety and sanitation guidelines.
 - Shelved, arranged, and configure displays according to POGs set by corporate.
 - Followed safety rules and guidelines when operating any tools or equipment on site.
 - Assisted customers with locating and recommending products to suit their needs.
 - Broke down heavy pallet loads of cases, boxes and bags.
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GENERAL SERVICE TECHNICIAN
NATIONAL TIRE AND BATTERY – BURLESON, TX

January 2012 – December 2012

- Examined vehicles to determine the extent of damage or malfunctions.
- Effectively communicated with customers regarding vehicle issues and potential repairs.
- Operated pneumatic tools and air compressors.
- Removed and replaced tires, shocks, struts, and brakes.
- Contributed to repeat and referral business by using strong customer service and problem-solving skills.
- Ensured state vehicle safety requirements were followed.
- Transported customers to and from the shop for the customer service program.

TEAM MEMBER
CHIC-FIL-A – BURLESON, TX

June 2009 – December 2011

- Took necessary steps to meet customer needs and effectively resolve food or service issues.
- Recorded customer orders and repeated them back in a clear, understandable manner.
- Quickly and efficiently processed payments and made accurate change.

Education/Certifications:

Highschool Diploma

Certified State Vehicle Inspector
National Tire and Battery 2012

Awards and Achievements:

Partner of the Quarter Award
Starbucks – Jan 2016
