**RINA RUIZ**

**21643 Willow Court**

**Hayward, CA. 94541**

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**(925) 339-6936**

**OBJECTIVE:**

To work for and grow with a company that values the diversity of today’s work force and supports and encourages my ambitions as a professional.

**SUMMARY:**

I am goal-oriented and extremely self-motivated. I thrive on learning different trades to become a more efficient employee in all aspects of a job. I also enjoy working as a part of a team to achieve a common goal.

**PROFESSIONAL EXPERIENCE:**

**Bay Area Psychiatric Group-September 2012-Present**

**Pleasanton, CA**

**Job Title: Office Manager**

Meetings with doctor’s

Setting up Schedules for doctor’s

High volumes of incoming calls.

Setting up appointments/Checking patients in and out

Taking payments

Network Contracting and Pricing

Respond to inquires written, correspondence and e-mails

Sending out Claims/entering payment from insurance companies

Answering billing questions

Prior authorizations

Overpayments/collections

CPT codes/ICD-10 codes

Benefits and Eligibility

**Community Psychiatry Associates-April 2011-2012**

**Dublin, CA**

**Job Title: Front Office Coordinator**

High volumes of incoming calls.

Setting up appointments/Checking patients in and out

Taking payments

Respond to inquires written, correspondence and e-mails

Answering billing questions

**Commerce West Insurance Company-August 2006-February 2010**

**Pleasanton, CA**

**Job Title: Customer Service Representative Call Center**

High volumes of incoming calls and online chat from agents/policy holders

Answering all billing questions

Submitting payments for agents/policy holders

Respond to inquires written, correspondence and e-mails

Problem solving due to operation

**Alliance Title Company-November2004-November-2005**

**Stockton, CA**

**Job Title: Escrow Assistant**

Opening Orders

Ordering prelims and insurance

Reviewing/Recording packages

Submitting request for pay off demands

Interacting escrow officers daily

**North American Title Company-January 2003-November 2004**

**Modesto, CA**

**Job Title: Special Project Coordinator**

Opening Orders

Ordering prelims and insurance

Maintained all relevant correspondence

Preparing new insurance policy documents

Processing, funding and closing documents

**Hosford Insurance Company-June 1996-November 2002**

**Stockton, CA**

**Job Title: Office Manager**

Conducted all data entry

Answering all incoming calls from customers

Resolved issues related to insurance policy documents

Maintained all relevant correspondence, including inventory and scheduling

Training new agents

**EDUCATION:**

1991-1992 Sacramento Skills Center

1986- Graduate of Skyline High School

1986-1990 Argosy College

**SOFTWARE PROFICIENCY:**

Windows 7and 10, Microsoft Works Word Processor, Outlook, Excel, Medisoft, Impact and RBJ, Valant, ACM.