

Mija Dilberovic
Patient Access Specialist
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6006 Ramus Ln
Pasco, WA 99301

Work History:

KeyBank
Role: Personal Banker
2019 to 2020

Responsibilities:

- Recommending and explaining banking services and products to clients based on their needs.
- Managing client bank accounts, including opening and closing accounts.
- Conducting financial wellness conversations and giving recommendations.
- Loan officer, gathering necessary documentation and processing loans (personal, HELOC, auto, LOC etc).
- Processing applications for credit cards, safe deposit boxes
- Assisting on teller line, handling cash, deposits and withdrawals.
- Performing administrative duties, such as data entry
- Referring clients to in-house financial experts and/or relevant banking department

Virginia Mason Medical Center, WA
Role: Patient Access Specialist and Referral Management Specialist
2017 to 2019

Responsibilities:

- Call center customer service
- Handling emergent calls and paging providers
- Scheduling appointments for approximately 300 providers and over 30 departments
- Registering patients and obtaining demographics and insurance information
- Verifying insurance eligibility and pre authorization verification
- Correspondence with the staff and multiple departments to deliver excellent patient care
- Scheduling interpreters for LEP and deaf/hard of hearing patients

- Equipment used phone with multiple lines
- Using multiple softwares for entering demographics, scheduling and documentation in patient charts
- Coordinating referral management process in order to support continuity of patient care

Cypherpath , WA
Role: Engineering Support Specialist
April 2015 to 2017

Responsibilities:

- Organized job postings, arranging interviews, collecting necessary on boarding paperwork for new hires
- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Planning and executing projects
- Drafted meeting agendas, supplied advance materials and executed follow-up for meetings and team conferences.
- Planned meetings and events
- Planned travel arrangements for executives and staff.
- Processed expense reports and purchase orders.
- Managed daily office operations and maintenance of equipment.
- Delivering incoming mail to correct recipients throughout the office.

Kadlec Clinic ,Richland, WA
Front Office Assistant
July 2014 to April 2015

- Greeting and checking in and checking out patients.
- Entering new patients and existing patients demographics data into Epic System.
- Maintaining patients medical records, scheduling appointments, verifying patients insurance and collecting copay.
- Answering telephone, directing calls and taking messages.
- Retail sales, preparing outgoing/ incoming mail, answering and resolving billing inquiries.
- Entering and verifying referrals and performing other duties as assigned.

Kadlec Regional Medical Center
Meal Service Representative
November 2013 to July 2014

- Delivering meal trays and nourishment to patients, solving meal related problems and providing timely response to patient menu requests

**Hypo Alpe-Adria-Bank
Teller and a Payment officer
August 2006 to September 2013**

- Lead for opening and registering corporate and private accounts, and first point of contact for corporate clients.
- Helping clients with the right products based on their needs and deepening the relationship with current clients
- Mentoring new employees on corporate and private accounts, and forceful collections.
- Receiving checking and registering domestic and international payment orders.
- Resolving complaints about payments.
- Foreign currency exchange
- Receiving and checking documents for accounts opening.
- Lead in forceful collection account suspension and reactivation per request of responsible authorities, verifying that everything is done by the law of forceful collection.
- Calculation of penalty interest and payments per forceful collection resolutions.
- Keeping correspondence with other banks in BiH, courts, Taxation Authority and other responsible authorities.
- Adhering to all applicable policies and procedures of the financial institution
- Archiving closed cases

SKILLS

- Communication
- Critical Thinking
- Interpersonal skills
- Time and priority management
- Project management
- Problem solving

ADDITIONAL INFORMATION/SKILLS

Languages:

Bosnian (fluent)
Spanish (intermediate)