

# ROBERT SMITH

## Sr. Business Operations Coordinator

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Seeking a position where communication, customer service, and organization skills will increase productivity.

### CORE COMPETENCIES

Microsoft Office Word, Excel, Outlook.

### PROFESSIONAL EXPERIENCE

#### Sr. Business Operations Coordinator

ABC Corporation - 2012 – 2014

##### Key Deliverables:

- Answered multi-line telephone, routing a large volume of incoming calls.
- Performed check-ins, verify insurance/surgeries on multiple systems, and collect payments/co-payments.
- Assisted 25-30 patients per day.
- Devised and implemented self-pay process that included daily balancing and consolidated separate invoices into a single payment, improving efficiency and organization.
- Quickly identified and resolved issues, liaising between physicians and patients to accommodate surgical scheduling discrepancies and guiding patients to the correct clinical area.
- Played pivotal role in resolving patient billing matters, working closely with Accounts Receivable department.
- Collected payment due at time of appointment as well as payments for unpaid balances; prepares receipts for all monies collected; provides copies for reception area, billing office and the patient.

#### Business Operations Coordinator

Delta Corporation - 2002 – 2005

##### Key Deliverables:

- Provide support to Business Operations Manager and team, including, but not limited to Residential and Commercial construction data research, (. . .)
- Entering member direct deposit information into computer system so they will receive EFT payment for flex account claims; reviewing Auto . . .
- th Ave STE 2020, Wausau WI 54401, 715-845-5569 then 07-20-09 to 08-06-14 directly hired by UMR with Supervisor Audra Deruchowski, 115 W. . .
- Reported directly to Senior Project Manager for 14 site region; 3000 employees Managed historical data base of Operations, Logistics, and . . .
- Government (USG) Produced 100+ technical and special interest briefings on process improvements Authored & Published 10 key-note articles for KBR . . .

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- My job duties included Managing, coordinating, organizing, and performing secretarial, administrative, and scheduling responsibilities, maintaining .
- Part of an eight person team responsible for managing a \$3.6B Task Order - Assisted in development of the proposal negotiated by one of the largest .

### EDUCATION

- Certificate in Psychology - (Prince George's Community College - Largo, MD)