

Objective

Desire is to find a stable yet challenging position in a professional environment in which to learn new technologies and skills while utilizing previous experiences to improve beyond my current abilities. expect to build strong business relationships within the company and with clients; and to exceed expectations in all aspects of work.

Skills

Accounting, Customer Service.

Work Experience

Claims Resolution Specialist I

ABC Corporation - August 2015 – October 2015

- Respond to emails in a timely manner and work reports daily.
- Resolve disputed balances. Report any identified billing issues that result in non-collection to Management.
- Resolve all red flag requests in a timely manner.
- Identify needed adjustments to claims.
- Develop and maintain effective working relationships with all internal and external customers.
- Responsible for resolution of written correspondence and telephone inquiries from physician offices that may be subject to review, research.
- Worked closely with manager to investigate trends and to provide analysis.

Claims Resolution Specialist

Delta Corporation - 2012 – 2015

- Verified payment status of claims.
- Oversaw complex cases and handled adjustment claims.
- Provided general office support for service supervisors as directed.
- Analyzed, diagnosed, and resolved claim payment issues.
- Facilitated claims resolutions and conducted analysis of claims payment issues.
- Provided content expertise to members of resolution team and operations.
- Resolve outstanding claims issues, using the collection connection and other reports assigned by management.

Education

Bachelors of Science in Nursing - June 2009(Tennessee State University)