

ROBERT SMITH

Associate Business Representative

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Experience Supervisor who can motivate and cultivate a successful outcome. Through ability to implement team concepts to overcome any challenge.

SEPTEMBER 2009 - MAY 2010

ASSOCIATE BUSINESS REPRESENTATIVE - ABC CORPORATION

- Maintained an enjoyable and specialized manner at all times while interacting with customers and other employees.
- Provided additional customer support to clients over seas operations during off peak hours.
- Created a quality assurance program to ensure accurate product information was communicated to the customer effectively and efficacy as possible.
- Reviewed and edited customs documentations before shipping clients overseas product from warehouse.
- Lead daily operational meetings with warehouse staff and client representatives to establish current objectives and additional instruction for the day.
- Organized things and note taking skills to keep everyone and the information in order.
- Analyzed, troubleshoot and resolved client issues in help desk environment utilizing over software applications and providing the service.

2005 - 2009

BUSINESS REPRESENTATIVE - ABC CORPORATION

- OP/IP BILLER) Responsible for researching and resolving Guarantor and Patient Account edits.
- Identify and capture non-automated charges for Medicare, Medi-Cal (Medicaid) Commercial Insurance, Self-Pay, Third Party Liability, and Workers Compensation.
- Verifying patients Insurance and Patients Demographic Information Validate co-payment discrepancies between patient and Kaiser Permanente system.
- Produce co-payment history report upon request.
- Research and resolve refund request.
- Noting all activities in the Kaiser Permanente system of record..
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Masters in Business Administration

SKILLS

Microsoft excel, Multi tasking, Microsoft word.