

ROBERT SMITH

Jr. Business Associate

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SUMMARY

Developed training program at Global Winners Tabernacle Ministries for youth engagement and inclusion in peace building, conflict resolution post sexual abuse, assault, domestic violence and human trafficking. Organized and participated in discussion and thematic debates geared towards finding solutions to confront human trafficking challenges within the community.

SKILLS

Word, Windows, Excel, Power Point.

WORK EXPERIENCE

Jr. Business Associate

Mount Sinai Hospital - November 2003 – 2019

- Work collaboratively with medical, clinical, and nursing staff in all department(s) to ensure efficient and effective patient care delivery and customer satisfaction throughout the department.
- Duties include maintaining census data, scheduling tests, medical procedures using ICD 9, ICD 10 and CPT coding.
- Contribute to pre-admitting and admitting 450 to 500 patients per day by taking reservations, obtaining demographic, insurance and other pertinent data, while discussing state mandatory regulations and expectations upon the day of admission.
- Serve as a liaison to insurance companies and the Medicaid Eligibility Office by screening requests for medical necessity, obtaining prior authorization and pre-certifying admissions when required.
- Worked independently as the first and only overnight Business Associate within the Admissions.
- Generated statistical spreadsheet reports consisting of daily, weekly and monthly departmental performance data that included the number of patients admitted, average time they checked in, length of each admission and nursing assessment.
- Collected data was used to forecast the daily average amount of patients to be admitted, and project staffing needs and efficiency of the overall admission process.

Business Associate

ABC Corporation - 1998 – 2003

- Worked in partnership with the Private Banker and Ag/Business Banker to provide sales, marketing, operations and support to customers.
- Followed customers from the loan application to closing, providing services, support and follow-up.
- Assessed and gathered required data and completed loan process.
- Filed documents to perfect collateral position.
- Assured accuracy of loan paperwork within the banking system.
- Assisted customers with operating line of credit payments and advances.
- Reviewed existing customer services to determine additional needs..

SCHOLASTICS

- Master in Public Administration - (Baruch College - New York, NY)