

ROBERT SMITH

Business Office Specialist/Analyst

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

SUMMARY

Business office specialist with expertise providing customer support in high call volume environments, with exceptional computer aptitude and telephone etiquette.

CORE COMPETENCIES

Work well under pressure, Ability to handle multiple phone calls/work assignments, Proficient in Microsoft word, etc.

PROFESSIONAL EXPERIENCE

Business Office Specialist/Analyst

ABC Corporation - August 2013 – April 2014

Key Deliverables:

- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Completed time sheets showing employees arrival and departure times.
- Performed other clerical duties such as answering telephone, sorting and distributing mail, running errands or sending faxes.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Answer telephones, direct calls, and take messages.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.

Business Office Specialist

ABC Corporation - 2011 – 2013

Key Deliverables:

- Primary responsibilities included registering the patient and verifying their insurance coverage.
- Collected the information required to create a claim.
- Worked directly with the insurance company, healthcare provider and patient to get a claim processed and paid.
- Reviewed and appealed unpaid and denied claims.
- Processed collections on unpaid accounts.
- Managed the facilitys Accounts Receivable reports.
- Answered patients billing questions..

EDUCATION

ROBERT SMITH

Business Office Specialist/Analyst

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

- MOS Certificate - (Career Technical Center - Sacramento, CA)