

# ROBERT SMITH

## Business Office Specialist /Supervisor

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Business office specialist experienced at directing administrative and personnel matters in a home health care facility for clients of all ages. Strong problem-solver with excellent time management skills, Scheduling 10+ nurses for in home care on a daily basis making sure all care is followed through.

**2015 - 2019**

### **BUSINESS OFFICE SPECIALIST /SUPERVISOR - AMEDIISYS HOME HEALTH CARE**

- Manage a team of 10+ nursing professionals Carefully selected, developed and retained qualified staff as well as trained new staff.
- Evaluated patient care procedural changes for effectiveness.
- Expertly planned, coordinated and organized nursing staff.
- Implemented standards and methods to measure effectiveness of agency activities.
- Provided thorough supervision for day-to-day operations of facility in accordance with set policies and guidelines.
- Regularly evaluate employee performance, provided feedback of nursing staff as needed.
- Minimized staff turnover through appropriate selection, orientation and leadership.

**2012 - 2015**

### **BUSINESS OFFICE SPECIALIST - ABC CORPORATION**

- Recorded and filed patient data and medical records.
- Strictly followed all federal and state guidelines for release of information.
- Scheduled patient appointments.
- Completed registration quickly and cordially for all new patients.
- Demonstrated knowledge of HIPAA Privacy and Security Regulations by appropriately handling patient information.
- Confirmed patient information, collected copays and verified insurance.
- Posted charges, payments and adjustments..

## **EDUCATION**

BACHELOR OF ARTS in Health care management - (CAPELLA UNIVERSITY)

## **SKILLS**

Excel, Word, Microsoft Office, Payroll, Customer Service, Medical Transcription, Medical Terminology, Medical Records, Supervisory Skills.