

# Kiera White

## Adminstrative work

Fontana, CA

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3+ years' experience. Able to manage all activities utilizing strong administration organizational and effective communication skills to reach required deadlines. I'm greatly motivated, diligent team player with brilliant people skills. Multitasks, completes responsible task in a timely fashion while staying focus. Works suitable under pressure and demands. Self-sufficient, takes initiative, reliable and flexible. Also proficient in MSWord, excel, outlook and power point.

## WORK EXPERIENCE

### Customer Service Representative

Concentrix - Bremerton, WA - June 2015 to Present

#### Responsibilities

taking calls and assisting customers with there account and answering questions and solve problems

#### Accomplishments

My typing speed got higher, my communication skills increased and I can do things at a fast paste

#### Skills Used

patience, reliability, kindness, helpful, understanding, friendly, and goal oriented

### Cast Member

Worldwide Photography - Victorville, CA - November 2014 to Present

#### Responsibilities

Greeting Customers, Answering Questions, lining customers up, Taking Pictures, and working cash register , and also cleaning up work station.

#### Accomplishments

I have a lot of happy customers that love there pictures, I make children behave and smile. I had great customer service selling a lot of pictures, picture frames, and got a lot of donations for the handicap corporation for kids.

#### Skills Used

Patience, customer service, more cashier experience, paper work and computer use/ camera use.

### 911 Dispatcher

American medical response - Rancho Cucamonga, CA - August 2014 to Present

#### Responsibilities

Call taking , handling insurance details vas transporting patients to different locations.

#### Accomplishments

Learning how to work in a fast pace environment. An work with others in times of need.

#### Skills Used

Typing, relieving information , patience and better organizational and listening skills

## **Billing Specialist**

Fastmed Urgentcare - Gilbert, AZ - January 2011 to July 2013

### **Responsibilities**

Answer phones, handle credit card payments, send patients to collections, Call patients on outstanding balances, sort and file correspondence. Send refunds, send medical request to law offices, insurance co, patients, urgent cares and hospitals. File bankruptcy notice, and send thank you letters with authorization form to patients and insurance companies

### **Accomplishments**

I learned a better way to understand customers and work at a fast paced to get things done in a reasonable time correctly.

### **Skills Used**

Phone calls, Computer skills such as word, outlook, excell, and power point.

## **Medical Receptionist**

HOPE Chiropractic - Fontana, CA - 2011 to January 2012

Medical Office Assistant- Answered multi- line telephones, checked patients in and out of appointments, verified patient insurance, and prepared patient charts for following business day. Assisted doctor with chiropractic procedures.

## **Private Childcare Provider**

Family - Fontana, CA - January 2005 to July 2011

Provide safe and fun child care teaching core values of caring, honesty, respect and responsibility. Patient, energetic, organized, team playing individual.

## **Customer Service Representative**

Family - Rancho Cucamonga, CA - October 2009 to January 2010

Assist customers with product selection, create attractive displays, handle inventory control, stocking, and organize the store prior to closing.

## **EDUCATION**

### **Bachelor of Science**

San Joaquin Valley College - Riverside, CA

## **ADDITIONAL INFORMATION**

### **skills & capabilities**

- Sending out letters
- Basic Office Skills
- Refunding
- EMR experience
- Advanced Customer Service
- CPT & ICD9 Coding
- running reports
- Med iSOFT
- identify coding/billing issues from EOB's

- CPT and HCPCS Coding
- First aid/ CPR certified
- Medical Insurances Principles
- Microsoft Excel
- Microsoft PowerPoint
- Medical Terminology
- Microsoft Outlook/Word
- Typing 40+ WPM
- Strong Interpersonal Skills
- Answering Phones/ Making calls
- Late fees/ Collections
- Data Entry Skills
- resolving claims
- Charging Credit Card Payments
- Medical Records Request
- HIPAA Compliant
- HMO
- PPO
- IPA
- Medicare, Medi-Cal
- Bankruptcy
- Scheduling Patients
- Proof Reading
- update patient account records.
- Filing
- Billing
- PV
- Order Entry
- Customer Service skills

Personal Qualifications: Good communication skills, receptionist skills, Outgoing, accuracy, motivating, friendly, fast learner, patient, highly adaptive, high energy, organized, friendly