**Gozie** **Nnaka**

**Fort** **Worth,** **TX** **76108**

**[Email:-goziennaka01@yahoo.com](mailto:-goziennaka01@yahoo.com)** **Cell-8178055857**

ProfessionalSummary

Iamaresponsible,dedicatedandself-motivatedindividualwhohasalwaysenjoyednewchallenges.Mycustomerserviceexperiencehasmademeconfidentinservice-userandclient-facingrolesandihavedevelopedtheabilitytocompletetasksinatimelymannerandworkwellinapressurizedenvironment.Atthispointiamkeentoutilizetheskillsihavealreadypossessaswellasfurtherdevelopmycurrentskillset.

WorkExperience

PatientAccountsReceivable/Collection

NationalPartnersInHealthcareTexas **May** 2021 **-** August2025

* **Provide** **clean** **claims** **to** **insurance** **carriers,** **expedite** **payments** **to** **providers** **or** **facilities,** **and** **follow** **up** **on** **delinquent** **or** **denied** **claims.**
* **Utilize EMR/EHR systems to manage patients data effectively.**
* **Phone** **patients** **for** **payment** **or** **payment** **arrangements.**
* **Works** **all** **denials** **and** **corrected** **claims** **collaborating** **with** **the** **biller** **and/or** **Revenue** **Cycle** **Manager,** **insurance** **payers** **and/or** **patients** **on** **past** **due** **accounts.**
* **Works** **closely** **with** **payer** **provider** **relations** **representatives.**
* **Research/audit** **patients** **account** **for** **further** **payment** **or** **adjustments.**
* **Meet** **productivity** **standards** **as** **set** **by** **the** **department.**
* **Assist** **in** **special** **projects** **as** **assigned** **by** **credit** **or** **collection** **management.**
* **Manage** **assigned** **portfolio,** **working** **closely** **with** **service** **teams** **in** **coordinating** **the** **proper** **course** **of** **action.**
* **Calculate billing unties and reimbursement amounts.**
* **Work 40-50 accounts daily with 90% accuracy rating to meet department productivity standards.**
* **Knowledge of working with fee Schedules/State rules for Out of Network payments.**

HealthcareMemberServiceRepresentativeUnitedHealthcareTexas **February** 2018 - **April** 2021

* **Taking** **inbound** **calls,** **making** **outbound** **calls** **and** **responding** **to** **emails** **regarding** **members** **health** **insurance.**
* **Enrolling** **members** **into** **Medicare** **and** **Medicaid** **health** **plans** **Provide** **Explanation** **of** **benefits** **to** **members.**
* **Adjusting** **medical** **claims** **for** **patients.**
* **Provide** **members** **with** **inpatient** **and** **outpatient** **cost** **for** **procedures.**
* **Working** **on** **Excel** **spreadsheets** **and** **Microsoft** **applications** **to** **organize,** **analyze,** **present** **numerical** **and** **textual** **data** **for** **member** **services.**
* **Utilize Salesforce** **and Zendesk CRM system** **to** **manage** **members** **interactions** **and** **improve** **support** **processes.**
* **Communicate** **with** **medical** **providers** **and** **insurance** **carriers** **on** **behalf** **of** **members.**
* **Effectively** **adhered** **to** **HIPPA** **laws** **while** **maintaining** **outstanding** **KPI** **quality** **scores.**

CustomerServiceAgent

AmazonFloridaMarch2016 - **February** 2018

* **Utilized Salesforce CRM system to manage customer interactions, access customer data, live chat and handle calls to resolve customer queries concerning orders placement, exchanges and refunds issues.**
* **Work** **to** **resolve** **complex** **customer** **issues,** **while** **educating** **customers** **on** **problem-solving** **techniques** **and** **platform** **resources.**
* **Consistently** **implement** **exceptional** **customer** **experience** **with** **each** **personal** **interaction.**
* **Effectively** **assist** **upwards** **of** **150** **customers** **per** **week** **to** **expedite** **orders** **and** **correct** **sales** **problems.**
* **Accurately** **answer** **product** **and** **service** **questions,** **and** **suggest** **information** **about** **other** **appropriate** **products** **and** **services.**
* **I** **Strive** **to** **adhere** **to** **Amazon** **mission** **of** **providing** **the** **most** **exceptional** **customer** **experience** **possible** **by** **listening** **to** **customers** **and** **offering** **pertinent** **solutions** **and** **guidance.**

EducationGED

KingsCollegeLagosNigeria.September1990toJuly1996

Skills

Excellent **C**ommunications, Customer Service, Time **M**anagement,RiskAnalysis, **Problem-Solving, Adaptability, Attention To D**etail, Multitasking, **Technical Proficiency:** Microsoft **Office Suite, CRM Software.**