

**Teresa Fogarty**  
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**Skills Summary:**

Experienced customer service and collections specialist, who consistently exceeds company goals. A top selling performer promoted to Regional Director in charge of district sales. Proficient at Microsoft Excel, Microsoft Office, QuickBooks, Medical Manager, and Medisoft.

**Career Experience:**

Dynix Diagnostix Fort Pierce, FL  
**Lead A/R** August 2017 to Present

- Reconciling and balancing weekly/monthly
- Inbound/Outbound collections calls. Including training other employees
- Mastered insurance verification, payment posting duties and was promoted to Lead.

Harvest Food and Outreach Vero Beach, FL  
**Front Desk Receptionist (On the job training)** August 2015 to Present

- Greeting clients and directing them to the appropriate resources
- Handle incoming calls and take messages
- Oversee and mentor children at risk who attend the after school program
- Preparing mailings, making photocopies and performing other clerical duties as needed

Genaissance Pharmaceuticals Yale-New Haven, CT  
**Collections Specialist** March 2006 to November 2007

- Collected account balances from all responsible parties
- Identified major payer/billing issues, resolved declined, and unpaid insurance accounts
- Surpassed monthly goals while maintaining compliance with all HIPAA requirements
- Daily activities included working accounts receivable reports, mail, calls, faxes, and emails

Nationwide Expos Key West, FL  
**Sales Representative/Regional Director** February 2002 to October 2005

- Completed formal training in sales for a nationwide call center
- Handled heavy call volume dealing directly with other companies by negotiating terms and contracts
- Consulted with customers and supported them with their issues and concerns
- Promoted to Regional Director in charge of district sales
- Payment entry, managed company statistics, tracked unpaid claims, and supervised team/schedules

Radiology Regional Center Fort Myers, FL  
**Patient Account Representative** July 1999 to November 2001

- Actively worked on the Accounts Receivable team, which was responsible for over 37,500 Patient accounts in various age categories
- Recovered maximum amount of past due funds while still answering patient questions, concerns, and complaints regarding their bills

**Education:**      Molloy College Rockville Centre, NY  
                         **Certified Medical Biller/Coder** 1996  
                         Significant courses included: CPT and ICD-9 coding, Medical Terminology, Biology and Anatomy, and Medicare and Medicaid seminars.

Department of Children and Families Training and Development

