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Work Experience

Kaiser Permanente

12/04/17 – Present

Patient Access Specialist

- Appointing: Review medical chart to appoint according to scripts and guidelines
- Schedule/reschedule/cancel appointments for services
- Places calls for appointment reminders and quality measure outreach.
- Collect care specific information for Primary Care or Specialty Care services
- Messaging: Review medical chart to collect information for messages to send to health care team
- Routes incoming calls from patients, physicians, nurses and other departments
- Answers routine administrative inquiries
- Forwards medical and other complex inquiries to appropriate personnel
- Take messages as necessary
- Manage electronic in-basket in multiple system applications
- General Services: Assist patients by providing phone numbers, facility directions and office layouts; directing to other departments and administrative services for further information, for example (but not limited to) Membership Services, Dental and Pharmacy
- Handle ingoing and outgoing departmental mail and correspondence with patients
- Registration: Verify insurance eligibility and/or update all demographic information per regional policies, including Personal Provider Selection, Language Preference and Special Needs
- Request and/or obtain a patient medical record number when necessary
- Verify health insurance coverage and follow appropriate policy/procedure
- Explain co-pays, cost shares and any other applicable fees

- Create Guarantor accounts as necessary before and after Membership Service Department hours
- Complete Scheduling form with above data and transfer to the Registration for completion of the pre-registration and pre-verification functions
- Refers to the financial counselor/ Collect past due balances as appropriate
- Practice Organization: Coordinate referrals process including wait lists per department policies and procedures
- Track referrals to specialty care by utilizing the consultation/referral system as needed in those areas where this responsibility currently exists for the individual in this classification
- Request copies of films, CD's, test reports, and results from outside facilities
- Coordinate schedules per department guidelines to maximize access
- Collect and organize data per department guidelines
- Develop and submit ongoing reports as requested including statistics, charts, and graphs using multiple computer programs and business math skills
- Update departmental policies and forms

Ava Roasteria

05/25/17 – 11/20/17

Barista

- Create cold/ hot drinks to customers preference.
- Provide excellent customer service to customers.
- Demonstrate understanding of coffee beans and process of creating each drink.
- Must have good math skills and 10-key skills required.
- Keep work area clean throughout shift.
- Enjoy working in a team environment.

Hannah the Pet Society

07/29/2016-05/21/17

Member Coordinator - PT

- Interact with internal/external customers to build lasting relationships.
- Assist administration office in various duties

- Answer inbound telephone calls from external customers provide excellent customer service
- Demonstrate a deep understanding of the Hannah brand.
- Tell the Hannah story in a way that results in positive word-of-mouth referrals and future members.
- Clean and maintain showroom where pets are being showcased to external customers
- Provide coffee and refreshments for customers
- Provide data entry when necessary for members accounts
- Manage changes to members accounts with company software

Uwajimaya Asian Market

09/04/2015-07/21/16

Cashier Customer Service - PT

- Provide excellent customer service to internal/external customers
- Must have good math skills and 10-key skills required.
- Ability to operate register and scanning machine preferred.
- Ability to acquire good overall store, product and general pricing knowledge.
- Must be able to work at least one or both weekend days.
- Ability to become familiar with store merchandise and basic uses of products.

JC Penney Washington Square

02/18/14-08/12/15

Retail Customer Service - PT

Knowledgeable and enthusiastic about current fashion/trends. Consistently seeking new fashion and product knowledge to serve as an expert for our customer.

- Provide excellent customer service to internal/external customers
- Must have good math skills and 10-key skills required.
- Ability to operate register and scanning machine preferred.
- Enjoy being part of a team environment

- Have availability and flexibility to work nights, weekends, store openings and closings, to meet the needs of the business.
- Can safely lift 30 lbs. and can maneuver throughout the sales floor and stockroom

Education

Attending PSU – BS in Computer Science, Graduation June 2019

High School diploma: Jesuit High School 2013

Technical Skills

MS Office (Word, Excel, PowerPoint), Internet savvy, Adobe, 100+ Keystroke