

Ramelis Nicholson 347-248-5728
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EXPERIENCE

September 2011 – July 2013

Network Temps Inc.

Clerical Associate Level III, Dept. of Credit & Collections at Metropolitan Hospital (July 2012 – July 2013)

Greeted patients to customer service department • Answered & resolved incoming financial calls/queries • Adjusted incorrect billing for non-insured fee scaled patients • Performed data entry and reconciliation of the radiology database for all payors • Reconciled & followed-up on all denials • Verified insurance coverage for all payors • Reviewed Insurance Account Receivable Report to ascertain status of collections and outstanding balances • Maximized collections for all payor accounts in accordance with NYHHC guidelines

Front Desk Reception for VNS of NY at Family Care (February 2012 – June 2012)

Greeted all incoming clients & guests • Answered and routed all incoming calls to proper party often providing interpretation • Assisted home attendants with paperwork as needed

Customer Service Representative for Cablevision (September 2011 – February 2012)

Provided repair and service for cable customers in the tri state area via telephone • Resolved billing issues and inquiries • Added and removed television services per customer's request • Upsold additional services to current customers

July 2004 – October 2010

American Medical Alert Corp. - Customer Service Representative

Answered 3 lines of inbound calls simultaneously in a medical scheduling & messaging environment with a rate between 150 & 250 calls per 8 hour shift • Duties included generating contact information & delivering time sensitive and/or emergency messages in a timely fashion • Provided Spanish translation between medical providers & their patients • Offered customer service for a health management organization • Scheduled outpatient appointments for multiple public and private city hospitals • Verified Insurance • Answered patient inquiries on administrative matters • Responsible for contacting on call doctors & medical staff with urgent medical information • All duties performed while following strict HIPAA regulations

May 1997 – February 2000

Prudential Securities Inc. – Graphic Designer

Designed a wide variety of marketing materials from concept to completion: including product brochures, advertising & promotional items • Solely responsible for the creation of advertisements for local branches nationwide • Created & pitched designs to clients • General oversight of production within scheduled timeframe

SKILLS

Data entry, customer service, Spanish translation services, answering multiple phone lines, handling high call volume

Computer Programs-Microsoft Windows, MAC OS 10, Microsoft Word, Quark Xpress, Adobe Photoshop, Adobe Illustrator, Adobe Acrobat, Infinity Telephone Software, E-Clinical Works, Eagle, IDX-Tend

EDUCATION

Parsons School of Design - Bachelor of Fine Arts, Graphic Design

Brooklyn Technical High School - Regents Degree, General Education