**12809 SE Division St**

**Portland, Oregon 97236**

**CELL: (503) 428-1332**

**E-MAIL: denisewashburn72@yahoo.com**

DENISE WASHBURN

**Professional Skills:**

Computer Fundamentals Internet Explorer (email) Alphabetical Filing

MS Word Presentations Office Machines

MS Excel Keyboarding (55 wpm) Multi-line Telephones

MS Access Ten Key Customer Service

MS PowerPoint Business Writing Assigning Work

MS Publisher Professional Teamwork Supervising

Scheduling Numerical Filing Training

**Employment Skills:**

* Effectively developed telephone communication skills
* Assisted with billing of Medicare, HMOs, Private Insurance Companies, and resident billings, on a monthly basis.
* Accurately calculated and made daily bank deposits
* Effectively maintained and collected accounts receivable
* Attended monthly accounts receivable meetings
* Ability to follow instructions well and make decisions with little or no supervision
* Directed customer complaints on as-needed basis to appropriate area
* Maintained customer relations
* Developed ability to work in a fast-paced atmosphere
* Met deadlines with prioritizing and organization skills

**EXPERIENCE**

**CHARTER COMMUNICATIONS – CONTRACTED THROUGH APEX SYSTEMS, INC.**

12/01/10-4/29/11

**Data Entry**

Use of Excel and in-house computer systems daily and intranet sites to update information and added structure information as needed**,** Copying and pasting information from one system to another constantly**,** Worked as part of a team to complete a project**,** Associated structures together and using the in-house computer system to assign billing codes,Made telephone calls as needed for verification purposes, Transferred excel files with supervisor using Microsoft Outlook email

**OREGON DEPARTMENT OF REVENUE/STATE OF OREGON**

04/2008-06/2008; 03/2009-05/2009; 03/2010–06/2010

**Data Entry**

Used the in-house computer system to do data entry of personal information of taxpayers, this included names, addresses, dates of birth and social security numbers, Information was verified and compared with paper to in-house system information, Utilized team workers for verification purposes of some information using outside systems, Maintained minimum error rate in production standards, Moved to different areas in the building as needed, Adhered to the policy of keeping all information private

**SILVERTON FAMILY CLINIC**

11/2007 – 12/2007

**Check-In Receptionist**

Provided professional communication to the patients and families, Verified personal information for the records. Accepted monetary payments, Daily balanced the money drawer, Pulled patient charts and filed them back alphabetically, Answered a multi-line telephone, Took messages for the doctors, Scheduled appointments using the in-house computer system, Followed policy of keeping customer information private

**WILLAMETTE VALLEY HOSPICE**

04/2006 – 12/2007

**Support Services Clerk**

Worked evenings alone**,** Provided professional communication with customers by telephone**,** Responsible for taking messages and routing to the appropriate individual usingelectronic systems, i.e., email from computer to blackberries, Responsible for filing information in charts alphabetically and numerically**,** Adhered to the policy of keeping the privacy of sensitive customer information, Used the copy/fax machine as needed for completing tasks

**SUNNYSIDE CARE CENTER**

10/2007 – 10/2007

**Receptionist/Office Assistant**

Answered the multi-line telephone and directed calls appropriately**,** Assisted with Human Resource duties**,** Assisted with accounts payable and receivable including verification of orders and inputting information in to in-house system**,** Data entry of information for forms**,** Use of copy, fax and postal machines

**MARIAN ESTATES**

11/2004-10/2007

**Business Office Assistant**

Created Excel spreadsheets for logging information**,** Assisted the billing coordinator with monthly billing including data entry of information**,** Sorted and distributed mail**,** Accepted payments and resolved billing issues, Wrote receipts as needed, Logged payment information into the Excel system**,** Logged information into the in house system for payments, Responsible for verifying and handling daily deposits, Covered receptionist desk if needed**,** Achieved and exceeded all expectations, Responsible for meeting deadlines, Attended monthly financial meetings

04/2002 – 11/2004

**Receptionist**

Answered the multi-line telephone and directed calls appropriately, Updated and created forms using Excel and Microsoft Word, Provided professional customer service, Accepted monetary payments, Wrote receipts as needed, Sorted and distributed mail, used copy, fax and postal machines

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