Ramelis Nicholson 3 4 7 - 2 4 8 - 5 7 2 8  
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**EXPERIENCE**

July 2012 – July 2013

*Network Temps Inc. – Clerical Associate Level III, Dept. of Credit & Collections at Metropolitan Hospital*

Greeted patients to customer service department. • Answered & resolved incoming financial calls/queries. • Adjusted incorrect billing for non-insured fee scaled pts. • 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.

February 2012 – June 2012

*Network Temps Inc. – Front Desk Reception for VNS of NY at Family Care*

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

September 2011 – February 2012

*Network Temps Inc. - Customer Service Representative for Cablevision*

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*