

Jeremy R. Duncan
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EXPERIENCE

July 2021 - Present Audiology Assistant, The Villages Health, The Villages, FL

- assist 2 audiologists in busy office
- clean and troubleshoot hearing aids
- deal with all major manufacturers
- keep detailed track of stock
- process all leases and loans for the office

July 2014 - July 2021 Office Manager, Alber Hearing Services, Greenfield, MA

- oversee all operations of the front office at a busy audiology office
- take care of all billing for patients and health insurance
- manage the doctors' schedules
- troubleshoot hearing aids that are not functioning properly
- help the owner with all marketing
- earned state license as a Hearing Instrument Specialist

July 2000 - July 2021 Youth Leader/Pastor, Faith Church, Greenfield, MA

- lead local teenagers in church setting
- plan a monthly activity
- plan and teach on Sunday and Wednesday gatherings
- consistently communicate with the parents of the youth
- study youth issues
- keep myself available for teens that need help

July 2003 - July 2014 Billing Clerk, Valley Medical Group, Greenfield, MA

- entered doctor's charges for family practice, radiology, behavioral health, nutrition, and nursing home visits
- handled worker's compensation and motor vehicle accident claims
- worked on A/R reports and denials for various departments
- produced bills for insurance companies
- posted insurance and patient payments
- scanned explanations of benefits and organized on a shared drive

-had direct interaction with patients both on the phone and in person regarding claim status and balance inquiries

July 2002 - July 2003 A/R Manager, ECHN Health Services, Manchester, CT

- corrected and re-filed medical claims for resolution**
- corresponded with insurance companies**
- posted insurance and patient payments**
- processed daily deposits**

September 2001 - July 2002 Billing Clerk, Valley Medical Group, Greenfield, MA **-processed claims that were previously denied**

- handled worker's compensation and motor vehicle accident claims**
- had direct interaction with patients both on the phone and in person regarding claim status and balance inquiries**

July 2000 - September 2001 Sales Specialist/Acting Manager-on-Duty, Direct Banking: TD Bank/FirstMass. Bank, Springfield, MA

- assisted customers with basic account information**
- sold different banking products and services**
- manned the manager-on-duty station**
 - monitored other representative's job performance**
 - monitored the queues of Direct Banking**
 - assisted in an outsourcing project**

EDUCATION

Pensacola Christian College, Pensacola, FL

B.A. in Bible with a Pastoral Ministries concentration, May 2000

Minor: Biblical Languages

Overall GPA: 3.3/4.0

SKILLS– Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Net Communicator 4.6, TCS (Scheduling), Lucent Supervisor, AthenaNet (Billing Service), Medisense (Billing Program), Crystal Reports, Meditech, CounselEar (Audiology OMS), Blueprint (Audiology OMS)