

## DAVID A. GRIMBERG

206-496-4427 | [dg98211@gmail.com](mailto:dg98211@gmail.com) | [www.linkedin.com/in/david-grimberg](http://www.linkedin.com/in/david-grimberg) | Southwest WA Area

---

### EXPERIENCED ADMINISTRATION SUPPORT PROFESSIONAL

#### Accounts Receivable | Cash Posting | Customer Service | Registration | HIPAA

- Dynamic and detail-oriented Customer Service and Accounts Receivable specialist with deep experience in the healthcare industry.
- Provides a positive public representation of the company while counseling customers through their relevant circumstances and recommending optimal resolutions in accordance with company policies, procedures, and specifications.
- Logical and persistent in researching issues to obtain helpful information for customers and co-workers. Highly proficient in organizing and prioritizing tasks.

### EXPERIENCE

SWEDISH EDMONDS HOSPITAL, Edmonds, WA

November 2006 – August 2020

#### **Cash Posting Specialist – Accounts Receivables (A/R), July 2014 – March 2020**

Posted insurance and payments to patient accounts in a timely and accurate manner. Researched inquiries related to potential discrepancies between posted payments and insurance remittances. Identified hospital deposits and Electronic Fund Transfers and transfer to finance spreadsheets.

- Consistently at 95% (or higher) accuracy when quarterly cash posting audit was conducted.
- Ensured files received were only posted once department had verification from the bank that the funds were received.
- Manually prepared hospital deposit to be picked up for the bank and carried out other duties pertaining to cash reconciliation.
- Carried out additional support-related roles for the department, including ensuring that manual and electronic correspondence was properly linked to patient accounts
- Assisted (for more than five months after notice of termination) in the running down and transitioning the day-to-day duties of the department to the office taking on the functions of the department. During this time, ensured that outstanding cash posting issues were tackled and assisted the hospital's laboratory department in catching up on their backlogged posting.
- Recognized by coworkers for going above and beyond to resolve issues and doing so demonstrating kindness and a positive attitude.

#### **Customer Service Representative – Accounts Receivables (A/R), Nov. 2006 – July 2014**

Provided excellent customer service over the phone and in-person to approximately 50 people per day, answering questions about account balances and the status of insurance payments on accounts while directing patient complaints to the appropriate staff as needed.

- Processed requests for itemized billing including entering insurance information to ensure accurate billing.
- Managed walk-in patients by answering questions related to bills from hospital or other clinics.
- Balanced pretty cash bi-weekly by processing cash, checks and credit card payments.
- Set up payment arrangements with customers based upon hospital policy and customer ability.
- Improved the overall quality of the customer service provided within the department. Provided unmatched, non-judgmental compassion to our customers.

OCEAN BEACH HOSPITAL, Ilwaco, WA

December 2004 – August 2006

**Healthcare Access Associate**

Admitted emergency, surgery, outpatient and inpatient patients to the hospital while verifying insurance benefits upon admission.

- Posted charges, handle switchboard operations, and carry out other miscellaneous office duties such as faxing and filing.
- Recognized by supervisor for being reliable, well-liked by hospital staff and having very good communication, customer service and office skills.

**EDUCATION**

Certificates in Frontend & Full-Stack Web Development  
CareerFoundry, Berlin, Germany

Bachelor of Arts in Communication  
University of Washington, Seattle, WA

Associate of Arts in Business Studies  
Clatsop Community College, Astoria, OR  
President's Cup Award