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| 341 New Park Avenue, #B3  Hartford, CT 06106 | (413)364-5428 |

Carmen D. Rodriguez

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| Objective | To obtain a challenging position in an office environment where I can utilize my acquired skills and experience. |
| Experience | 12/2008–Present Pride Store & Gas Ludlow, MA  Customer Service/Clerk   * + Cashier   + Sales   + Stock   + Inventory   + Cash Handling   + Train new employees   + Maintains Health Code Standard   + Customer Service   + Bilingual (Spanish/English) |
|  | 04/2007-07/2008 Adecco Employment Services(GE Healthcare) Springfield, MA  Accounts Receivable Representative-Medical Billing   * + Performed follow up on outstanding Physician Claims.   + Adhered to the General A/R and Client Specific Guidelines   + Identified and escalated any unresolved issues to AR Manager.   03/2005-04/2007 Hampden County Physician Associates Springfield, MA  Front End Receptionist   * + Checking in/out patients.   + Answering phone and scheduling appointment.   + Call to verified insurance.   + Obtaining patients information.   + Copying and filing.   + Collecting co-payment.   + Entering insurance payment.   + Calling Doctors for Referrals.   + Data Entry.   + Maintain patient confidentiality. |
|  | 04/2001-03/2005 Chiropractic HealthCare Center Springfield, MA  Patient Accounting   * + Answering phone and scheduling appointments.   + Call for insurance claim numbers.   + Insurance company liason.   + Billing, copying and filing.   + Entering insurance payment and adjustment.   + Data Entry.   + Calling Doctors and Referrals.   + Collection.   + Ordering, AP/AR, office correspondence.   + Resp for supply ordering for multi offices.   + Maintain patient confidentiality. |
|  | 02/1998-12/2000 Baystate Medical Center Springfield, MA  Medical Record Clerk   * + Answer multi-line telephone system.   + Performed tasks on PCIS-Hospital comp based system.   + Filing charts.   + Photocopying and faxing of medical documents to various physicians’ offices.   + Correspondence with Doctors and Lawyers.   + Patient Admissions.   + Maintain patient confidentiality.   + Run class lists to confirm that the number of students registered for each professor’s class matches the contracted amount.   + Train and supervise work-study personnel.   + Utilize my bilingual skills to assist the Spanish-speaking student population.   + Student confidentiality. |
| Education | 1996-1998 Springfield Technical Community College Springfield, MA   * + A.S., Medical Office Administration. |
| Interests | HCFA Forms, Medical Coding, Windows 98, Telephone Techniques, Fax, Copier, Calculator, Record Keeping, Filing, Typing, Customer Service, Data Entry, Ordering Supplies, HIPPA Trained, MediSoft, IDX System, Organizational Skills, Computer Proficient, PCIS, Bilingual (Spanish/English). |
| Reference | Available upon request. |