Objective

I am seeking a position allowing for parlay of demonstrated organization, customer service, communication, and project management in a successful company.

Profile

Motivated, talent for quickly mastering technology, diplomatic and tactful with professionals and non-professionals at all levels, Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports meeting stringent HMO and insurance guidelines and delivering exceptional customer service.

**Now you can upload your resume directly to** [**Monster**](http://www.monster.com/) **using Word 2007!**

1. [Install Monster’s Easy Submit](http://www.monster.com/MonsterResumeEasySubmit/Install/) add-in by clicking the “Install” icon on the menu ribbon.
2. Once installation is complete, **restart Word.**
3. Click on the “Upload” icon to upload your resume to Monster.

For any issues or questions, please visit the [Easy Submit installation support page](http://r.office.microsoft.com/r/rlidEasySubmitHelp?clid=en-US).

**To close this reminder, click the border and then press DELETE.**

Flexible and versatile – able to maintain a sense of humor under pressure. Thrive in deadline-driven environments. Excellent team-building skills.

Skills Summary

|  |  |  |
| --- | --- | --- |
| * Project Management * Report Preparation * Written Correspondence * General Office Skills | * Computer Savvy * Customer Service * Data Entry * Sales | * Insurance Billing * Organizational Skills * Time Management * E-mail Etiquette |

Professional Experience

Reports/Reaserch/TECHNOLOGY

* Prepare complex reports for managed care organizations and insurance companies, ensuring full compliance with agency requirements
* Processed patient billing, statements, reimbursement claims, post transaction and data
* Able to work competently from verbal or written instruction
* Used time management skills to multi task to meet several deadlines
* Exercised my project management skills when needed

Customer Service/cash handeling/sales

* Responsible to receive cash and check deposit, verified the mentioned amount, and examined checks for endorsement
* Possess interpersonal skills
* Promoted and sold products and services of the credit union
* Excellent at counting cash and maintaining accuracy
* Possess good analytical skills and mathematical skills
* Issued computer generated money orders and bank checks after entering the data
* Tally cash and checks at the end of the shift

Professional Experience, continued

MAIL SORTING/DELIVERY/answering phone

* Circulate mails and other common documents for every department
* Scan and photocopy documents, change cartridges, clean and overhaul office equipment
* Delivered legal documents as needed
* Filed away returned documents to file room.
* Back up to the front desk, answering switchboard phone and greeting visitors

CUSTOMER SERVICE/PROJECT MANAGEMENT/CALL CENTER

* Responded to inbound service calls in a fast paced, high volume call center
* Built rapport with customers and proposed different products and services
* Provided superior customer service and work quality while demonstrating attention to detail, flexibility and innovation in resolving problems
* Possess effective communication skills and work well with others at all levels. Possess a genuine desire to help customers and address their needs. Proficient in computer skills.

Employment History

Hartford hospital – Newington, CT

Account Analyst, 10/2005 to 12/2007

American eagle F.C.U. – East Hartford, CT

Teller, 11/2004 to 04/2005

Cantor colburn. – Bloomfield, CT

Teller, 10/2002 to 04/2003

Cigna healthcare. – Bloomfield, CT

Teller, 12/1998 to 09/2002

Education

everest university – tampa, fl

Associates in Science, Crime Scene Investigation, 2009-present

GPA: 2.89