**Pedro J. Rivera**

**34 Freeman Street**

**Hartford, CT. 06114**

**(860)897-1679**

**(860)778-3186**

**riverapedro81@yahoo.com**

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| Profile | Strong analytical and technical aptitude. Ability to communicate with all levels of staff both orally and written. Work towards ensuring organizational goals are met while promoting continuous process improvement. Results driven with strong attention to detail. Proficient with MS Word, MS Excel, MS Access, MS PowerPoint, MS Outlook, Quark Express 5.0. | |
| Experience | 2011 – Present Robert Half Finance & Accounting Agency Hartford, CT  Accounts Receivable Analyst   * Responsible for obtaining payments. * Cash application. * Account research. * Collection calls. * Customer service, analyze discrepancies and recommending corrections.   2006-2010 The Hartford Hartford, CT  Specialty Commercial Billing Analyst   * Monitor outstanding receivable bills for payment. * Contact broker/account on all unpaid bills. * Cash application, disbursements, company entry corrections. * External entry processing, research & reconciliation. * Review and interpret sold documentation & complete NADB billing set-up. * Responsible for manual billing processing. * Prepare monthly update for management reports. * Provide account specific direction to all internal units involved with client. * Interpersonal, customer service & sales skills. | |
|  | 2004-2006 The Hartford Hartford, CT  Control Desk Associate   * Cash application of wire, lock box, live checks & balancing. * Audit billing, account distribution, account set-up. * Premium installment billing, daily invoicing. * Manual adjustment, endorsements, revised billing, credit checks, file net. * Internal & external funds transfers, month end reporting. | |
|  | 1995-2004 American Medical Response West Hartford, CT  *Customer Service Representative*   * Create new patient accounts prior to the data entry process. * Data entered wheelchair and ambulance transportation. * Post payments and balancing, COD handling, Medicare & Medicaid billing. * Coding, electronic claims transmission, queue resolve, mail return process. | |
| Education | Bulkeley High School Hartford, CT   * General studies * Graduated: 1993 | |
| Skills | * QuickBooks, SAP, PACER, NADB Pre & Post Sale, CAMS, IDARS, @venture. * Experience in handling confidential paperwork. * Well versed with all types of office equipment: computer, fax, copier. | |
| References | * References upon request. | |