

SARAH JOHNSON

Health care account manager with 15+years of experience working for hospitals to streamline patient experiences and insurance negotiations. Comprehensive knowledge of the health care industry and great communication and presentation skills that led to \$10M in additional revenue. Expert user of EHR systems and medical billingand coding.

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Seattle, WA12345
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PROFESSIONAL EXPERIENCE

ACCOUNT MANAGER

General Uptown Hospital, Seattle, WA
August2010-Present

- ◆ Resolve questionsand billing errors for more than 75+ patients daily
- ◆ Collaborated with various teams to develop effective marketing that led to an increase in patient numbers of 42%
- ◆ Manage all corporate communications to ensure brand integrity, including internal and external documents

ASSOCIATE ACCOUNT REPRESENTATIVE

Home Healthcare, Co., Baltimore, MD
September 2006 - May 2010

- Worked with health care providers to create improved patient scheduling practices that resulted in increased customer satisfaction and reduced wait times by 26%
- Created a referral network with local primary care doctors that generated \$3M in new revenue
- Designed and implemented new marketing strategies to better educate consumers on available services

EDUCATION

Master of Business Administration
Johns Hopkins University, Baltimore, MD
August 2008 - June 2010
3.79 GPA

Bachelor of Healthcare
Administration
Seattle University, Seattle, WA,
August 2002 - June 2006
3.86 GPA

KEY SKILLS

- ◆ Budget building
- ◆ EHR
- ◆ HR
- ◆ Leadership
- ◆ Marketing design and strategy
- ◆ Medical billing and coding
- ◆ Organized with excellent attention to detail
- Strongcommunicator

CERTIFICATIONS

- AAPC Certified Professional Coder, 2005
- Certified Professional in Healthcare Information and Management Systems, 2007