



MARSHALL RUSK

Dallas, Tx
214-642-4240
Michellerene144@yahoo.com

OBJECTIVE

Customer service professional experienced in offering exceptional service to customers in a fast-paced work environment. Successful in solving patient grievances with solid communication and interpersonal skills. Cash handling, insurance verification, and referral activation experience and proven ability to meet deadlines with excellent problem-solving skills.

EXPERIENCE

Parkland Health and Hospital Systems

Customer Access Representative

11/16-Present

- Answer incoming patient calls for all Parkland outpatient clinics. Assist with appointment scheduling, referral activation, medication refills, maintaining wait list for clinics. Communicating with clinical staff to assist patients in a timely manner.

Parkland Health and Hospital Systems

Inpatient financial counselor

01/11-11/16

Assist patients with apply for state, county and government funding. Collect payments, verify insurance and add coverage to patient accounts. Assist patients with obtaining emergency funding in order to receive medications at time of discharge.

Primacare Urgent care clinic

Registration rep

11/01-01/11

Assist patient with registration, insurance verification, obtaining workers comp information, collecting payments, discharge, answers multi line phones.

EDUCATION

Wow Wilson high school

1994-1998

AWARDS AND ACKNOWLEDGEMENTS

- You delivered that big presentation to rave reviews. Don't be shy about it now! This is the place to show how well you work and play with others.
- Are you president of your fraternity or sorority, head of the condo board, or a team lead for your favorite charity? You're a natural leader—tell it like it is!