

CHATNEY HENDERSON

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Work Experience

Customer Service Rep • Robert Half/Account Temps, Dallas TX

February 2019-Present

- Using a Microsoft 10 tablet to help donors register for their appointments.
- Explaining the process change of switching from walk-in clinic to appointment based clinic and answering general questions about the system.
- Manage process flow in the lobby and providing instructions.

Account Specialists • Concentra , Addison Tx

May 2013-Jan 2019

- Answering Phones from clinics, sales reps , and COD's
- Maintain/manage client service packages for existing local/crossed markets accounts
- Proactively clearing suspense transactions. Meeting established open aging volume greater than 30 days
- Troubleshoot and resolve client issues
- Maintain/manage acquisition accounts
- Manage special projects
- Proactively updating c4 cases from the zone box
- Providing team coverage
- Training new members
- Data entry
- Rekey accounts when needed
- Copy, faxing, and scanning documents
- Helping customers setup accounts for the employer portal

Medical Assistant • Casper Chiropractor and Sports Medicine, Arlington TX

Aug 2011-Oct 2012

- Greet patients
- Answer phones
- File, copy, and fax documents
- New patient check-in
- Schedule and manage patient scheduling
- Data entry for new patients
- Insurance verification
- Billing
- Assisted patients with hot/cold therapy, decompression, ultrasound, and e-stim therapy.

Education

Medical Assistant • Concorde Career Institute , Arlington Tx

Feb 2011-Oct 2011

Skills

40wpm. I have the ability to maintain self control while handling multiple tasks, excellent knowledge of computer software applications including but not limited to Microsoft Word, PowerPoint, Microsoft Excel, and Citrix. I have great customer service skills, ability to work well with others, well organized and have the ability to assist and train new members.