

DeShunda Paris

Receptionist / Scheduler /Claims Adjuster

DeSoto, TX 75115

dparis1982@gmail.com

469-544-0897

To secure a position which would enable me to broaden my current skills and challenge my various abilities, as well as communicate and coordinate agenda as a team player.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

CENTENE Health Insurance - Irving, TX

August 2018 to November 2018

Handled inbound and outbound mental health member and provider calls. Assisted members with updating information, creating health accounts, providing provider referrals, handling of crisis calls; as well as claims processing for a temporary position.

Receptionist / Scheduler

S.H.E. Unique - Cedar Hill, TX

February 2013 to August 2018

Operate cash registers, scheduled new clients

Perform limited reception duties such as filing, copying, and faxing

Train newly hired hair stylists in a proactive manner

Maintain appointment calendars and customer databases

Sorting and sending received mail as well as assisted with incoming and outgoing products.

Record products in the system.

Customer Service Sales Specialist

Instaff/ Etan - Dallas, TX

February 2013 to November 2015

Responsible open new accounts

Assisted customers and providers with account information

Managing inbound and outbound calls, Scheduled Medical appointments

Documenting, filling, copying, printing, collections, and faxing lifeline applications

Train new customer and sales staff and support outside sales representatives

Scheduling and Planning

Documenting Databases

Outbound calling, Collections

Education

Associate Degree

Kim Dawson College - Dallas, TX
January 2014

East Field College - Mesquite, TX
March 2010

Diploma

West Mesquite High School - Mesquite, TX
May 1999

Skills

Customer Service, Receptionist, Scheduler, Claims Processing, Collections

Certifications/Licenses

CNA

July 2018 to Present

Additional Information

SPECIAL SKILLS

Proficient in Customer Service, Call Center, Collections, Patient Care services, People Skills, Microsoft Windows, Word, Excel, Access, HP, Dell

Outlook, Internet

Fax, mail, sort, and organize incoming and outgoing mail

Excellent Communication, Team Building and Management Skills

10-Key, Analyzing Information, Internet, Email, Alpha-numeric filing, type 40 wpm

Sales, Customer Service, Data Entry, Quality Focus, Medical Coding, Phone Operations, Filing