

Celestine Johnson

Mesquite, TX 75149

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4693158100

A professional dedicated individual seeking to utilize my professional and life skills experience with the intention of securing a career. The ability and willingness to learn and tackle any challenge given, self-motivated and highly organized will benefit any fast paced facility.

Authorized to work in the US for any employer

Work Experience

Customer Care Team Lead

The Pisa Group - Richardson, TX

2015 to 2018

Customer Service Representative: Provided assistance to customers regarding their newspaper subscriptions. Maintained professionalism while handling high volume calls. Confirmed purchase prices and sent messages to newspaper carriers for subscribers insuring customer satisfaction.

Accomplishments

20 employees sent me their direct reports daily.

Skills Used

Leadership

Dedication

Reliable

Analytical Skills

Trustworthy

Team player

Education

Medical Office

PCI Health Training Center - Richardson, TX

September 2016 to June 2017

High School Diploma

Franklin D. Roosevelt High School

Skills

Type 40wpm, Microsoft excel and spreadsheet Phone Skills Medical Terminology HIPAA Patient Scheduling Charts/Filing Medical Ethics Microsoft Office CPT Coding Insurance Verification Collections

ICD 10 Training Billing EHR Medisoft EOB/RA Payment posting CMS 1500 Bookkeeping Code linkage
General Office Coping and Stress (Less than 1 year), Customer Service, Team Lead, Customer Care,
Call Center

Additional Information

I went to PCI Health Training Center and graduated June 2017.