***Carlett Williams***

***1225 Canyon Oaks Drive***

***Lancaster, TX 75146***

***469-831-8332***

[***wcarlett@yahoo.com***](mailto:wcarlett@yahoo.com)

***Objective:*** *Seeking a position that will utilize my experience in the medical billing and customer service environment, with the opportunity to advance and assist others as well as enhance my knowledge.*

***Skills and Abilities****: Microsoft Office: Word, Excel Outlook, and Powerpoint.****10 key****: tough 7000kpm,*

***Xerox****: Copy/Fax/Scanner, Various office Equipment: Dell, Hewlett Packard, and Ricoh****, HIPAA Certified***

***Experience: Release Review and Research Technician*** *Nationwide Title Clearing*

*June 2016-Nov 2017*

* *Process release requests per agency and client guidelines as stipulated in SOP. Responsibilities also include reviewing collateral documents, updating system of record so as to ensure accurate client and agency reporting. Completed research for Final Docs and worked closely with the client liaison to resolve exceptions communicated via investor reporting by updating the system with correct condition codes and notation within tight deadlines. Examine documents for completeness, correctness, and compliance with bank and investor policies. Log, scan and shipped collateral files per servicer request and courier instructions.  Responsible for Cross-Training new team members on the shipping process. Complete special projects as assigned by management within specified timeframes*

***Retail Associate*** *Veterans Canteen Service*

*Dec 2014-March 2016*

* *Provided excellent Customer Service to America’s Veterans and VCS customers with knowledge of product, sales, and operations in order to expand the VCS Brand.*

***Data (EOE) Auditor*** *Stonegate Care Team*

*Jan 2013-Dec 2013*

* *Access and evaluated all medical and billing documentation for Integrity and accuracy with expert Customer Service.*

***Medical Office Assistant*** *SYAM Home Health Care*

*May 2012-Dec 2013*

* *Managed all medical orders and patient correspondence while ensuring accurate and timely processing.*

***Data Entry Clerk*** *Brentwood Home Health and Hospice*

*Jan 2009-July 2011*

* *Efficiently handled administrative duties (e.g.) answering phones, scheduling appointments, maintaining medical records, patient processing, billing, and bookkeeping).*

***Office Assistant*** *Home Care Network West INC*

**Apr 2006-July 2008**

* *Helped implement practice’s Quality Assurance and Control Programs. Efforts to ensure compliance with HIPAA, CLIA and OSHA regulations. Improved patient care and satisfaction***.**

***Customer Service Representative*** *Chart One Management Solutions*

*OCT 2004- Apr 2006*

* *Liaison to Attorney’s and managing the coordination of subpoena processing, transferring, posting and adjusting payment.*

**Special Education Administrative Assistant** Focus Learning Academy

Aug 2002-Oct 2003

* *Scheduled the ARDS student testing and assisted the Education Diagnosticians, and recording and filing results.*

***Patient Care Technician*** *Charlton Methodist Hospital*

*Feb 1998-Aug 2002*

* *Administered audible testing to evaluate hearing and generated monthly management reports.*

***Education*** *F.D. Roosevelt, Dallas, TX*

*High School Diploma*

*Communication: Excellent written and verbal communication skills. Confident, Articulate and professional speaking abilities, empathic listener and persuasive speaker speaking in public to groups or via electronic media*