**QUALIFICATIONS**

* Establishing easy rapport with people from a variety of backgrounds, capitalizing on strong interpersonal skills to build confidence and trust.
* Responding effectively to issues and problems, relying on quick on-my-feet thinking to assess situations, identify possible solutions, and make sound, on-the-spot decisions.
* Known for being a great listener and team player who is always ready to pitch in and help get the job done.
* Excellent organizational and planning skills.
* Performed computer data processing, daily office operations, and filing.
* Solid computer skills in Microsoft Office, including Word, PowerPoint, and Excel.
* Type 57 correct wpm.

**EDUCATION**

Tarrant County College, Hurst, Texas,

***Pursuing Associates Degree in Arts***

Richland High School, North Richland Hills, Texas, **H.S. Diploma**

**PROFESSIONAL EXPERIENCE**

**Clinical Staff Coordinator UT Southwestern Medical Center, Dallas, Texas, June 2013-Present**

**Responsibilities**

* Acts as interim Clinic Staff Supervisor for Cardiology, Pulmonary, Internal Medicine Sub Specialty, and Digestive & Liver clinics.
* 1+ years of experience in the supervision of a total of 24 staff members
* Accurately input procedure and diagnosis codes into billing software to generate invoices.
* Responded to staff and client inquiries regarding CPT and diagnosis codes.
* Performed insurance verification, pre-certification, and pre-authorization.
* Collected, posted, and managed patient account payments, and prepared and submitted claims forms to insurance companies and other third-party payers.
* Follow up on past due invoices and delinquent accounts to reduce number of unpaid and outstanding balances.
* Supervise effective working of production personnel and prepare effective production schedules and ensure compliance to all company policies.
* Oversees performance of tasks within function of clinic (patient phone calls, check-in, check-out, billing activities, scheduling, etc.).
* Provides working supervision to Clinic Staff Assistants (CSA staff) to ensure appropriate guidelines are followed.
* Functions as preceptor to ensure CSA staff receive orientation to work tasks.
* Creates and/or maintains templates for CSA staff functions as needed.
* Provides regular feedback and training to CSA staff regarding performance.
* Ensures adherence to policies and procedures; works with Clinic Staff Supervisor by assisting in recommendations and/or implementation of changes as necessary to maintain efficient clinic.
* Assists Clinic Staff Supervisor with preparation of monthly quality assurance documents as required. Gathers data for analysis and reporting.
* Attends meetings and training; acts as liaison and participates in committees and work groups to assist Administration with quality and work performance issues.
* Schedules patient appointments utilizing demographic and registration best practice model.
* When necessary, able to problem solve utilizing department protocols as necessary to meet patient's needs.
* Maintains patient confidentiality in accordance with university and department policy.

**Awards/Recognitions:**

* Earned Blue PACT pin (2014, 2015, 2016), Silver PACT pin (2014, 2015,2016), and Gold PACT pin (2014, 2015,2016) for displaying high levels of customer service.
* Received a certificate for the Nomination for Employee of the Quarter (2015) and was chosen out of 40 employees within the same department.
* Praised by the Director of Cardiology for taking the initiative on patient care and by leading the call volume.
* Earned certification for the 2016 Meritorious Award for demonstrating PACT service standards.

**Promoted to Clinical Staff Assistant II October 2014.**

**Promoted to Clinical Staff Assistant III November 2015.**

**Promoted to Clinical Staff Coordinator October 2016.**

**Educational Assistant Substitute BISD, Fort Worth, Texas, March – June 2013**

**Responsibilities**

* Helped to maintain a neat and orderly classroom while assisting students with inquiries or problems.
* Protect and respect the confidentiality of students.
* General office responsibilities.
* Ability to follow directions left by the teacher or assistant and complete each task successfully.
* Demonstrated flexibility and adaptability with the schedule during a regular school day.
* Was a positive role model for the students and upheld rules already in place in the classroom.
* Followed protocol when dismissing students from the classroom.

**Kroger, Fort Worth, Texas, October 2008 - 2013**

**Summary**

* Earned respect of managers while developing reputation for strong work ethic and service excellence.
* Sales & Customer Service Excellence: Recognized by management for effectively managing customer interactions.
* Outperformed peers by forming strong relationships with customers and providing superior customer service.
* Consistently receive accolades from satisfied customers for exceptional customer service.
* Awarded for producing fast results by processing customer transactions in less than 50 seconds.

**Responsibilities**

Cashier

* Compute and record totals of transactions.
* Greet customers as they approach cash register.
* Issue receipts, refunds, credits, or change due to customers.
* Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately.
* Answer customers' questions, and provide information on procedures or policies.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.

Bagger

* Placed groceries in shopping cart purchased by customer into required shopping containers.
* Stocked grocery shelves as needed and returned misplace items to appropriate shelf.
* Retrieved grocery carts and returned them to proper area.
* Promoted to Cashier

**City of Watauga, Watauga, Texas, May – July 2012** *(Summer position)*

**Summary**

* Calmed and counseled irate and difficult parents, clarifying their needs and recommending appropriate actions.
* Initiated outside agency assistance with suspected child abuse.
* Interact easily with people of diverse backgrounds, cultures, and professions.
* Possess effective speaking and listening skills, and with knowledge of children are able to communicate effectively with all ages.
* Work easily with others and able to complete tasks with little or no supervision.
* Ensured all federal, state, local, and organizational guidelines were met at all times.

**Responsibilities**

Summer Recreation Instructor

* Instructed class of youth in recreational activities as prescribed by the Summer Recreation coordinator.
* Prepared correspondence, compiled data for reports, and processed daily participant attendance reports.
* Maintained accurate records, but not limited to, participant and staff sign-in and out sheets.
* Was responsible for effective communication with general public, recreation staff, participants, parents, etc.

**Decision Support Systems, Fort Worth, Texas, 2010 –2012**

**Summary**

* Timely assessment and understanding of customer expectations.
* Portrayed a professional image and properly handled confidential information.
* Have been described as courteous, patient, and respectful of client concerns.
* Strong verbal, written, and interpersonal communication and data entry skills. Focused on detail and accuracy.

**Responsibilities**

Customer Service Representative

* Called 100 – 200 respondents daily for various healthcare-related surveys in all age groups and socioeconomic backgrounds using web-based research software
* Interviewed respondents and verified data to acquire healthcare-related information.
* Handled difficult respondents with superior customer service and professionalism.
* Escalated problematic or corrective actions to management.
* Performed general clerical office work, i.e. copy machine, typing information on computers, and possessing excellent diction and grammar.
* Trained new hires on call center procedures and policies.

**REFERENCES**

Available Upon Request