Andrea Holmes

210-278-6321 • Dallas / Fort Worth

Dreaholmes716@gmail.com

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**Confident, hardworking individual who demonstrates keen judgment with a record of integrity and dependability.**

* **Industry Knowledge:** Extensive experience and education in the field of customer service in educational and medical backgrounds. Well-versed in patient relations, scheduling, employee management, and event organization.
* **Communications/Presentations:** Exceptional interpersonal and communications skills, including the ability to collaborate, influence, negotiate, and effectively resolve issues with patients, and employees.
* **Administrative/Computers:** Finely-tuned analytical and problem-solving skills with a dedication to streamlining and improving work processes. Proficient with all MS programs, Outlook, Oracle and QuickBooks. Knowledgeable in EMR Programs such as CareConnect, Invision, RealMed, Vision, Centricity, and EPIC. Rapid Ten Key input. Efficient researcher. Adaptable to new software applications.
* **Key Strengths:** Organized, detail-oriented, and self-motivated with excellent prioritization, time management and multiple task/project coordination skills. Strong work ethic and professional demeanor emphasizing reliability, integrity, and teamwork.

# PROFESSIONAL EXPERIENCE

**Parkland Hospital 2018 to Current**

**Registration Specialist**

•Warmly greet and provide each patient with excellent customer service.

•Responsible for maintaining daily scheduling, financial reports, and pre-certifications and authorizations per insurance verifications.

•Accurately gather all identification and insurance information to assure all patient activity correctly documented per all HIPPA laws and regulations.

•Provide financial clearance and follow up for patients with outstanding balances and co-payments.

**Baylor Family Medical at Uptown – Dallas, TX** **2016 to 2017**

**Physician Office Representative-Front Desk**

•Schedule, confirm, and verify patient appointments and provider luncheon and meetings.

•Verify patient insurance and collect various co-pays and deductibles to ensure balanced accounts and settlements kept up to date.

•Trained in handling confidential information according to all HIPPA policies and standards.

•Resolves complaints and provide feedback for clients to manage conflict

•Receive and direct phone calls, patients, and other visitors such as pharmacy and clinical representatives.

**Texas Health and Human Services – Dallas, TX 2013 to 2015**

**Texas Works Clerk III-Front Destk Operations**

•Coordinates and distributes mail.

•Examines applications to determine client eligibility.

•Effectively handled all privacy information according to HIPPA policies.

•Generated manual reports and input all data.

**Cedar Valley College – Lancaster, TX 2010 to 2013**

**Lead Cashier/Night Supervisor**

* Processed payment transactions and generated outgoing invoices for unpaid balances.
* Routinely managed all account receivable worksheets.
* Preformed various accounting functions such as reconciliations and preparing journal entries for review.
* Prepared and maintained affidavits for court approval for return checks and fraudulent loans.
* Oversee petty cash and travel disbursements and reimbursements.
* Maintained all sponsored billing payments with all out of state/country students.

# EDUCATION

**CEDAR VALLEY COLLEGE-LANCSTER, TX**

**ACCOUNTING CERTIFICATION**

**SUMMER 2019 GRADUATE**

REFERENCES AVAILABLE UPON REQUEST