|  |
| --- |
| nICOLE wILEY  923 Gaynor Ave Duncanville, Texas 75137 / 214-791-9087 (1) & 972-953-9193 (2)  Email: [Nicole.wiley1@bswhealth.org](mailto:Nicole.wiley1@bswhealth.org) or Nawiley24@yahoo.com |
| Professional SummaryProfessional Physician Office Representative who efficiently interacts with patients clinicians and staffmembers. Highly skilled with most medical charting and scheduling programs clerical and administrativetasks and working collaboratively as a team. To determining insurance coverage eligibility and communicating that coverage to patients and medical staff Skills:  * High Customer Service Standards Active Listing Skills * Strong problem solving ability Devoted To Data Integrity * Troubleshooting skills Multi-Channel Contact Center Software * Staff Development Exceptional communication skills * Quality Assurance Awareness Epic User/ Vision User |

# Experience

|  |
| --- |
| 07/2016-CURRENTrEFERAL cORNAITOR i / Patient care rep / Orthopedic Associates of Dallas (baylor) – Dallas, TXAware using Epic User, Vision, and Centrix softwareAssists with patient registration duties by collecting and verifying patient demographics and insurance information, entering changes into the system and photocopying appropriate documentationSchedules, confirms and verifies patient appointments. Arranges follow-up visits and referral appointments. Pulls chart and prints charge ticket for daily schedule.Receives and directs phone calls. Assists patients and other visitors. Responds to routine inquiries concerning practice services, hours of operation, etc.Verifies patient insurance information by calling appropriate insurance company. Copies the patient's insurance card for medical records. Obtains patient referral and authorization for insurance company. |
| 03/2011 TO 07/2016Office rECEPTIONIST/ bAYLOR tRUETT-aRAMARKTroubleshoots problems and has the ability to handle and resolve the issues.Identify research and resolve customer issues using the computer system.Prepare wide range of reports/Answers, screens, and responds to routine questions, routes to appropriate personnel, or take thorough messagesOperates a personal computer using job-specific specialty and mainframe.Provides general administrative support by filing charts and formsRespond to telephone inquiries and complaints and resolve them in a courteous, manner Gather Information, research feedback and log calls Assess customer needs and inform them of available options.Locating the nearest consultant to clients using the database mapping system.  * Effectively managed a high-volume of inbound and outbound customer calls.   **03/2011 TO 07/2016**  **tHEATHER uSHER / mORTIN h mYERSON sYMPHONY cENTER**   * Accurately documented, researched and resolved customer service issues. * Addressed and resolved customer product complaints empathetically and professionally. * Prepared reports and communication for senior management and clients. * Resolved service, pricing and technical problems for customers by asking clear and specific questions. * Provided incentive to increase productivity by offering employees awards for best customer service. |

# Education

|  |
| --- |
| 05/2005High School Diploma/ Justin F Kimball High School |
| 05/2009Cerfications/Assoicates: Informational Technology /El Centro College CIT-Personal Computer User & Help Desk User Award: Informational Technology |

**Basic Cardiac Life Support Certification**: 8/17 to 8/2019

Through American Heart Associates