Lisa Roblow

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**Summary**

Dynamic and reliable professional who’s looking for a career within an organization that will allow me to display my skills to obtain business goals and promote growth.

* Banking experience
* Strong communication skills
* Proficient in Microsoft Office
* Strong organizational skills
* Financial analysis
* Provider relations experience
* Data Entry
* Accounts receivable
* Managed care contract
* Knowledge of HMO, EPO, Healthfund, PPO and Dental Plans
* Medicare knowledge and Medi-Cal
* ICD-9, ICD 10, CPT, HCPCS coding and HIPAA compliance, EOB
* Medicare COB
* Quickbooks
* Oracle
* Access database experience

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| **Professional Experience**  Our Future Children Inc.  **Accounts Receivable,** 2017-Present   * Document financial transactions by entering account information in Quickbooks. * Prepares asset, liability, and capital account entries. * Compiling and analyzing account information. * Complete reconciliations for multiply bank accounts monthly. * Place all purchases on General Ledger and balance sheet for TDA Audits. * Point of service contact for all HR issues (Payroll, benefits, timesheets etc.)   Aetna  **Operational Accountant Consultant**, 2012-2016   * Assisted in the training and / or provide guidance to less experienced staff. * Assisted with the preparation, reconciliation and maintenance of schedules and analyses supporting internal management and statutory financial information and disclosures. * Assisted with facilitating the completion of annual financial audits, quarterly reviews, and regulatory financial examinations. * Prepared account analyses and roll-forwards to help identify unusual trends, accounting and internal control issues, and non-standard entries. * Worked on multiply projects involving test cases and test scripts.   JP Morgan Chase  **Wholesale Lockbox Remittance Processor, 2006 -2011**   * Preparing batches of work by extracting checks and remittances from envelopes * Inputting data into the system while following standard operating procedures * Operating Imaging/Extraction Equipment * Verifying negotiability of checks through customer specific instructions for processing   Aetna  **Senior Plan Sponsor Service Consultant, 2005 -2012**   * Responded to member calls in a professional manner. * Made appropriate adjustments to accounts receivable and enrollment system. * Assisted in Small Group with Plan Sponsors and brokers with various questions regarding premiums and plans, claim status, eligibility issues. * Assisted co-workers with escalated questions on the help line.   Aetna  **Customer Service Representative Specialist, 2000 - 2005**   * Handled calls from members, providers and plan sponsors in a timely manner to ensure all metrics were met. * Explained member's rights and responsibilities in accordance with contract. * Handled incoming requests for appeals and pre-authorizations not handled by Clinical Claim Management. * Performed review of member claim history to maintain accurate tracking of benefit maximums and/or coinsurance/deductible.   Washington Mutual Bank  **Senior Account Manager, 1999 -2000**   * Responsibilities included taking escalated issues from customer service representatives to successfully communicate problem-solving answers in a quick and effective manner. * Provided professional and confidential information to other department heads on difficult to solve issues. * Conducted research and analysis on inquiries about insurance, escrow, auto pay, posting errors, fees and other charges Researched and resolved complex ARM loans. | | |
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