‍‍Lois Walker

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Objective

To secure a position that will allow me to maximize my customer service skills along with my computer knowledge, and organizational abilities as I grow and develop within the organization.

Experience

environmental services | ut southwestern medical center | 12/21/2015- present

* Perform cleaning duties in patients rooms and assigned units according to schedule
* Wet mop floors, empty trash, clean and polish glass surfaces, walls and windowsills
* clean and sanitize furniture, fixtures and facilities
* stocks dispensers as necessary, maintains equipment and materials needed ,report any needed repairs

Enviromental Services | TSC STAFFing | 10/2014 – 05/2015

* Performed cleaning duties in order to prepare rooms for new patients
* Dusted, emptied trash, cleaned and sanitized furniture, fixtures and facilities
* Secured safety hazarded and escorted lost patients to safety

Phlebotomist | Dallas Medical Center Hospital | 10/2012 – 01/2014

* Drew blood through venipunctures and finger sticks for glucose testing
* Tracked specimen by initialing, dating and noting times of collection
* Paid detailed attention to patient identifiers; and immediately report discrepancies to proper channels

Warehouse worker | Express Personnel Temporary SERVICE | 02/2007 - 2010

* Worked at various warehouse sites loading and unloading freight

collections | Backworkx of dallas | 07/2011 – 09/2011

* Contacted insurance companies to inform them of delinquent account status
* Located customers using credit bureaus and background checks,
* Set up repayment plans and new terms of sale or offered debt counseling

Unit secretary | Charlton Methodist Hospital | 09/2003 – 09/2007

* Filed reports/documents in appropriate areas of patient’s medical record per Medical Record Department policies
* Supported financial health of unit, i.e., ensured patient showed correct bed status, entered unit daily charges
* Managed patient admissions and discharges; entered doctor’s orders
* Answers phones and call lights. Ensured requests were routed and communicated to the appropriate nursing staff

Education

medical insurance billing and coding/ | 2011 | Everest College

* Awards: President’s list; Deans List; Perfect Attendance

Skills & Abilities

Medical Terminology/Language of Medicine; Claim Gear & Med iSOFT

Verification of coverage; Patient Scheduling (Medicare, PPO,HMO)

Typing 45wpm, 10 key; Filing CMS & UB-04 Claims; HIPPA, OSHA

EOB’s/Posting/Follow-up; MS Office Suites; CPT, ICD-9 Coding; HCPCS, Medical Law & Ethics