**Debra Riden**

720 Briggs St. Cedar Hill, Texas, 75104  
(214) 868-3604 • dl\_riden@hotmail.com

**Professional Experience**

**Humana Irving, Texas April 2014 - Feburary 2015**

***Data Entry Clerk/CSR***

* Entering in system mail order prescribtion accurately matching the demographic making sure medications were shipped to correct address and patient. Using two computers transferring incoming prescribtions and filling the prescribtion on the next desk top

**Metrocare, Dallas, Texas July 2013-Sept. 2014**

***Community Support Mental Health Specialist***

* Documented accurately in clients records within establish Agency guidelines. Keeping accurate records of clients medication adminstered apart of Dallas County Judicial System. Transported individuals served to appointments including court apperances

**Phoenix House,** **Dallas, Texas October 2011 – July 2013**  
***Community Support Specialist***

* Worked with other staff in the implementation and adherence of the standards set forth in both quality improvement and utilization management systems
* Documented accurately in client records within established Agency guidelines
* Assisted with distributing medication for clients apart of Dallas County Judicial System
* Provided educational and informative materials to clients to help understand illness and medications received
* Transported individuals served to appointments including court appearances.

**Presbyterian Hospital, Dallas, Texas November 2001 – December 2008  
*Insurance Verification Specialist***

* Ensure resolution of submitted claims in a time-efficient manner
* Handle billing related activities focused on medical specialties
* Ensure that appropriate coding is managed in order to maximize efficiency
* Verify patient insurance information
* Resubmit claims when denied or edited
* Determine the appropriateness of payers

**Snelling Staffing Agency, Dallas, Texas January 2000 – November 2001  
*Front/Back Office Clerk***

* Assigned to Presbyterian Hospital of Dallas
* Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
* Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints
* Type, format, proofread and edit correspondence and other documents, from notes or dictating machines, using computers or typewriters

**Education**

**George Washington High School**, Denver, Colorado   
*High School Diploma received*

**Texas College of Medical and Dental Careers**, Dallas, Texas   
*Certificate in Medical Assistant*

**Brookhaven Community College**, Dallas, Texas   
*Certificate in Medical Assistant*

**Mountain View Community College**, Dallas, Texas   
*Certificate in Medical Assistant*

**Awards and Achievements**

* Employee of the Month
* Perfect Attendance Award
* Excellence in Customer Service Award / Excellence in Leadership Award
* 100% Accuracy Award
* Shining Star Award