Princess Frazier

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# Objective

Productive and accountable professional with diverse work history, hands- on skills sets and highly developed customer- service skills ready to transition comprehensive medical education to career- advancement opportunities.

* Proficiencies: Greenway: MS Word; Typing Speed: 35 WPM
* Strengths: Critical thinking skills; Resource inventory (counting or tracking office supplies); Open to feedback Team player, Customer Service oriented

# Education

## Associate of science degree- Healthcare Management | 2018 |Ultimate medical academy

Fully accredited, accelerated providing instruction in healthcare management, leadership skills, business office operations, computer applications, healthcare delivery and accounting systems. Program content includes personnel management, customer service, employee benefits and adherence to healthcare laws, regulations and ethics. Research, professional writing, critical thinking and communications skills are emphasized throughout the program

## High school diploma | 2015 | Crosswinds high school

# Skills & Abilities

* Accounting, Payroll, and Banking Systems; Healthcare Law; HIPAA Compliance; Charting; Filling; Processing Co- payments
* Human Resources Management
* Organizational Improvement
* Appointment Scheduling
* Insurance Billing Procedures
* CMS1450
* UB04; CMS1500; Healthcare Claim Cycle; Insurance Verification; Interpersonal Professional Communications; Business Office; Medical Office Procedures; Medical Practice Management System; Practice Structure; Leadership & Management, Medical Terminology, Anatomy & Physiology

# Experience

## Customer Service Representative | IQOr | 02/2017- 05/2018

* Check to ensure that appreciate changes are made to resolve customers’ problems
* Complete contract forms prepare change of address records, or issue service discontinuance orders, using computers
* Confer with customers by telephone to provide information about products or services
* Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments

## Nigel mark – Mesquite, TX

## DD’s Discount- dallas, tx

## Dollar genersl- grand prairie, tx

## fallas parades – grand prairie, tx | retail SALES | 04/2018-09/27; 06/2017-01/2018; 04/2017-11/2-17;02/201605/2017

* Answer phones to direct inquiries and bring resolution to customer questions
* Address questions regarding the store and its merchandise
* Complete request for special orders or contacts other store to locate desired items
* Complete sales prices, total purchases and receive and process cash or credit payment
* Describe merchandise and explain use, operation, and care of merchandise to customers