**Natasha Scott**

**(214) 934-5069**

**tashascott13@gmail.com**

**HIGHLIGHTED SKILLS:**

* **Computer Proficient with Microsoft Office, Excel, Access and PowerPoint.**
* **Take ownership, assess customers' needs and follow up with appropriate solutions.**
* **Detail-oriented and multi-tasking in a fast production based environment.**
* **Genuinely empathetic, with ability to build rapport with joy in providing outstanding customer service.**
* **Experience in Credit Operations and Risk Management. Problem resolution and Sales experience.**
* **Call Center Incoming/Outgoing Calls-Escalations Supervisor.**
* **Underwriter of Commercial/Consumer auto and mortgage insurance**
* **Business Administration & Human Resources Assistant certified**
* **Management - Supervisor certificate of completion.**
* **Medical Front Office Assistant.**
* **Knowledge of Medicare/Medicaid policies and procedures.**

**EXPERIENCE:**

**Patient Care Coordinator**

Angel of Hands Home Health Care - Lancaster, TX April 2016 to Present

• Consult with patient and family members to discuss the patients health problems.

• Educate patient about their condition, medication, and give them specific instructions.

• Develop a care plan to address their personal health care needs.

• Consult and collaborate with other health care providers and specialists to set up patient appointments and treatment plans.

• Check-in on the patient regularly and evaluate and document their progress.

• Assist the care team with developing and assessing health interventions.

• Attend ongoing training and courses to keep abreast of new developments in health care. • Assist with securing funding for medical care as required.

• Treat patients with empathy and respect and conduct oneself in a professional manner.

• Comply with organizational guidelines

BroadPath Healthcare Solutions, Health consultant in Tucson, Arizona September 2018- April 2019

**Member Service Healthcare Representative**

* Receive inbound calls from current and potential members with inquiries regarding eligibility, benefits and authorization services.
* Estimate members out of pocket expenses for select procedures or services and explain member co-payments.
* Document call information per approved operating procedures.
* Ensure compliance to policies, procedures, state and federal regulations.
* Responsible for member services engagement with top five health plan.

**Human Resources Assistant**

C & S Best Tax Services

February 2015 to September 2018

**•** Assist the manager with implementing and administering employee policies. Train and provide on boarding support to team members. Examine tax forms to make sure tax day is a success. Identify ways to improve policies and procedures. Assist with recruiting of new hires, applicant tracking, marketing and social media sourcing.

• Provide general administrative and clerical support including mailing, scanning, faxing and copying to management

• maintain electronic and hard copy filing system

• open, sort and distribute incoming correspondence

• perform data entry and scan documents

• manage calendar for Managing Director

• assist in resolving any administrative problems

• run company’s errands to post office and office supply store

• answer calls from customers regarding their inquiries

• prepare and modify documents including correspondence, reports, drafts, memos and emails • schedule and coordinate meetings, appointments and travel

Romark Logistics, Lancaster, TX 08/2014 -02/2015

**HR Assistant**

* Hired by Automation Personnel to provide temporary administrative support and coordination functions for the HR Manager.
* Developed and implemented overall Human Resources policies.
* Assisted with the hiring process of new employees including, collection of required legal documents, conducting orientation, and assist with enrollment into Health and Financial benefits.
* Used Excel spreadsheet for employee schedule tracking, tracked payroll and assisted with payroll.
* Conducted monthly safety training, completed invoices for billing.

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Brinks Inc., Coppell, TX April 2012-May 2014

**Customer Support Representative**

* In this call center environment, quickly and effectively resolved customer issues and complaints using natural friendliness and superior interpersonal and customer service skills.
* Accurately documented all inquiries and complaints.
* Managed day-to-day customer requests, service technical inquiries and billing issues by resolving problems to minimize escalations.
* Assisted with special projects including working with armored car transportation dispatching, currency and coin processing, ATM servicing and other value-added services to financial institutions, retailers, and other commercial and government entities.
* Recognized for consistently meeting and exceeding call volumes, and technical accuracy.

JP Morgan Chase Arlington, TX July 2009 -March 2012

**Senior Service Representative**

* In a call center environment, served as the liaison of Chase Retail Banking by responding to customer inquiries relating to deposits, financial transactions, and problem resolution.
* Provided prompt and accurate answers, utilizing available resources including bank computer software applications in a Windows environment.
* Identified and offered opportunities and solutions by evaluating customers' financial needs and goals.
* As an Escalations Supervisor, received calls to assist staff with difficult customer issues, applied credit by review of customer account history, released deposit holds and pending debit transactions, maintained customer retention for customers requesting to close accounts or discontinue products.
* Provided coaching/feedback to staff after completion of Supervisor call.

**EDUCATION:**

Cedar Valley College, Lancaster, TX

**Associate of Applied Science Management**

**Bachelor Of Business Management (BBM)** In Progress

**AAS Management -** May 2019

**Management - Supervisor Certificate- of Completion** December 2018

**Business Courses completed:** Principles of Management**,** Problem Solving and Decision Making**,** Human Resources Management, Organizational Behavior**,** Human Relations. Principles of Accounting.

**Medical Assistant/Medical Billing and Coding**

Sanford Brown Institute, Dallas, TX (formerly known as Ultrasound Diagnostics)

Completed comprehensive studies, including 2000 hours of clinical experience.

References Available Upon Request