

Jesse Brown

Austin, TX (425) 773-0970 brownjessedev@gmail.com

High Claims Specialist, Financial Corporation of America

June 2017 – October 2020

- Managed more than 1,500 patient accounts for debt resolution.
- Conducted an average of 75+ outbound prospect calls per day
- Built and implemented new processes for managing account processing pipelines
- Negotiated with medical insurance companies and third-party liabilities to reconcile outstanding medical center debt
- Coordinated with medical centers to collect patient account information and resolve delinquent accounts
- Compiled and submitted appeals claims to insurance companies for further medical payment and/or payment reconsideration
- Maintained a database of medical center debt settlement records

Low Claims Debt Collector, Financial Corporation of America

December 2016 – June 2017

- Reconciled more than \$31,000 in customer payments each month
- Maintained accurate customer data in CUBS
- Exceeded monthly targets by providing patients with accurate account information and effective payment plans or settlement options to resolve patient debt
- Managed 1000-2000 inbound and outbound calls per day using an automated dialer system
- Worked with patients to settle delinquent by connecting them with resources and debt reconciliation programs

Program Assistant, Alderwood Boys & Girls Club August 2015 - September 2016

- Provided care for kids ages 6-14 years old
- Organized and led entertaining and education activities
- Answered phones and delivered pertinent information to parents
- Cared for club needs as requested, such as mowing the lawn and cleaning the facility

Technical Skills

- Microsoft Office Suite
- Programming Languages
- CRM

Awards & Honors

- Top Collector Representative, June 2017
- Top Collector Representative, June 2018
- Top Collector Representative, June 2019

Education & Professional Certifications

Flatiron-Software Engineering BootCamp
May 2021 – June 2022

Mariner High School
September 2010 - June 2014

