

# JACOB THONEN

## OBJECTIVE

I am a talented business workflow engineer, with experience in revenue cycle management, invoice and collections operations and management. I am looking to obtain a position that will allow me to use my prior experience to propel a company forwards.

## CONTACT

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Oceanside, CA, 92056

## SKILLS

- Adopts new technologies into industry best practices and improves operational workflows.
- - Proficient in Microsoft Office and Excel; external billing systems and data integration.
- - Strong organizational skills with attention to detail
- - Resourceful and highly motivated

## REFERENCES

- **Epic Health Services Supervisor,**  
**Gino Hernandez**  
(210) 325-5170
- **Little Caesars District Manager,**  
**Shannon Jones**  
(304) 830-2197

## WORK EXPERIENCE

**2017 -  
PRESENT**

**J3 Masonry & Concrete • Office Manager**

- Facilitates business growth by securing funding.
- Manages weekly payroll.
- Handles accounts payable and accounts receivable.
- Manages bookkeeping, company budget.
- Provides research for job cost and efficiency.
- Assists in labor on company worksites throughout Southern California.

**2015 - 2017**

**Epic Health Services • Denials Management Coordinator**

- - Initiated new policies for transferring claims, streamlining billing and cash collections resulting in a 28% monthly cash flow improvement.
- Developed new methods and procedures that have become the benchmark for all new and existing staff; reducing staff costs by 13%.
- Researched and analyzed denial data to identify root causes; transferred the knowledge to institutional best practice.
- Promoted to team leadership role and trained.
- Coordinated with multiple insurance companies to resolve a high volume of denials.
- Developed corrective action plans to reduce amount of future denials.
- Promoted three times within 18 months.

**2013 - 2015**

**Little Caesars • General Manager**

- - Managed daily paperwork, cut down food
- Enforced new policies putting the store on track to being the best run in the district.
- Coached employees to meet new goals, while increasing sales by 25%.
- Trained new employees, at multiple stores in the district
- Improved operational efficiencies by 70% while at the same time able to cut staffing levels by 25% during non-peak store hours.
- Corrected employee theft problems through new security protocols and procedures.