**Melanie R. Dix**

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**Professional Objective**

To obtain a challenging position that utilizes my experience, skills, and knowledge for continuous opportunities and growth within the company.

**Key Skills**

* AAPC and AHIMA Memberships
* Trained on ICD-10 CM, ICD-10 PCS, CPT, and HCPCS
* Knowledgeable on coding practices and guidelines / HIPAA
* Knowledgeable with the GAAP practices and guidelines
* Knowledgeable with SAP, Oracle, Sage, ZenDesk, Google Drive, Salesforce
* Strong organizational skills and superb interpersonal communication
* Excellent with handling multiple projects and deadlines at a time

**Experience**

Olo (Mobo Go Systems) New York, NY

***Billing Support Specialist (remote)*** 11/2019 – April 2020

Provide support to US and Canada customers and their franchisees during times of monthly invoice, support in partnership with finance to diagnose, research, document, and resolve escalated issues. Coordinate to help draft, edit, and maintain both internal and customer-facing documentation, and work with Accounts Receivable in providing requested bill information. Research Billing discrepancies and escalate issues are necessary and communicate problems and other issues to team members. Provide feedback on internal processes and best practices in an effort to continually improve the customer experience and overall customer support flow. Liaison with support management to ensure proper information and proper setup of merchant accounts through internal systems. Calculate and process refunds on invoices. Create and post journal entries for completed refunds; and reverse posted payments when needed. Attend internal and customer-facing training to learn about product enhancements. Support customer accounts to maintain favorable, long-term relationships. Assist with menu item updates, such as pricing, quantity, and descriptions.

LawnStarter Austin, TX

***Customer Support (remote)*** 07/2019 – 10/2019

Providing customer support to customers regarding their membership account. Process payments, set-up recurring payments, cancelations, and assisting with mobile app and web logins. On the front lines of customer phone interactions and working closely with the consumer operations team. Learn and retain company policies to help better assist customers and providers.

FMTC (For Me To Coupon) Austin, TX

***Data Entry Processor (remote)*** 10/2018 – 07/2019

Ensure accurate data entry. Work regular scheduled hours and as needed throughout holidays and other events that generate deals (ie, Back to School...). Contribute ideas and relay customer feedback to enhance and grow product offering. Create company and product descriptions for coupons projects, such as Groupon.

Wayfair Boston, MA

***Customer Service Associate (remote)*** 9/2018 – 04/2019

Service customers seeking assistance with post-order issues such as returns, replacements, refunds, delivery status and back order inquiries, problem resolution, and any other issues that may arise from the order fulfillment process. Meet customer satisfaction, efficiency metrics and issue resolution targets, exceeding customer expectations, building customer loyalty and taking advantage of sales opportunities when appropriate. Project a professional company image through phone and email interactions. Recognize, document and alert supervisors of trends in customer calls. Uphold high customer service standards. Perform other job-related duties and responsibilities as may be assigned to you from time to time by the Company and/or your supervisor or manager i.e. process calls or emails to service customers when call demand dictates.

eScribers Phoenix, AZ

***Legal Transcriber (remote)*** 8/2017 – 11/2018

Convert audio files into electronic word documents. Utilize word templates assigned by state jurisdiction. Web searches for names, businesses, terminology, etcetera. File contents include all legal proceeding types, such as bankruptcy, child custody, divorce, criminal, education, probation, special needs children, medical, settlements, dissertations, and child advocacy.

E5Flex Owasso, OK

***Medical Billing Specialist (remote)*** 11/2017 – 06/2018

Consistent use of multiple systems simultaneously to assemble and coordinate reimbursement claims for our client, interact with insurance companies to ensure accurate, streamlined billing and payments are made to the client. Check claim details in the DSG clearinghouse system. Review and make corrections to patient accounts in the Telcor and DDF system. Check insurance coverage through OneSource (Passport) online system. Call insurance companies to obtain additional details on claims and benefit coverage, use online portals for Medicare, Medicaid and various other insurance companies. Review CMS1500 electronic forms for any missing information. Most claims reviewed are hospice, SNF, and long-term care facility claims. Ensure proper billing procedures are followed.

Vanan Services New York, NY

***Audio/Video Transcriber (remote)*** 01/2017 – 4/2018

Convert video and audio files electronic text documents. Complete web searches for names, company names, various terminology, etcetera. File content includes business conferences/meetings, attorney memos/notes/meetings, child advocacy interviews, sentiment analyses, hospital notes/messages to doctors, college/university lectures, IT presentations, voicemails, focus groups, stage plays, police reports, government hearings, court hearing, podcasts, and television shows/newscasts.

Archrock Services LP *(company split from Exterran Energy Solutions)* Houston, TX

***Accounting Associate, Sr.*** 04/2012 – 03/2016

Review invoices and match them to the proper PO, process OCR batches, process and review discount invoices, process up to 300 invoices per day, resolve invoice and PO discrepancies, run payment history reports in Oracle, create ACH, wire, and check batches for payment in Oracle for US and Canada, post manual payments in Oracle, request wire transmissions through treasury, run positive pay through the banking system, send ACH payments through secure client for US and Canada payments, research and obtain refunds from suppliers, research outstanding checks from the monthly escheatment report, assist in month end closing, run invoicing reports to identify duplicate payments made, work through customer service emails and call logs, assist accounting department with any other needs.

Carnival Cruise Lines (contract Arise Virtual Solutions) Miramar, FL

***Direct Sales (remote)*** 11/2015 – 10/2016

Login Citrix VPN server, utilize Avaya for phone use, research and process customer booking reservations, upsell additional products, update customer profiles, attend various meetings and training session through Adobe chat rooms, create daily schedule through Starmatic scheduling assistant.

SunCap Financial LLC / NRG Energy, Inc. Houston, TX

***Accounts Payable Clerk*** 08/2011 – 04/2012

Process invoices, purchase orders and expenses, input data into accounts payable, which is integrated into a third-party A/P system, process high-volume weekly check runs, month-end A/P close, reconcile unvouchered receipts to the General Ledger, bank and invoice reconciliation, maintain A/P files for vendors, liaise with other departments to process receipts, assist and support external auditors in annual audit, assist in documentation of A/P processes, procedures, and internal controls, data entry and filing, generate periodic reports for dashboards, generating metrics from other sources, print and file 1099s for vendors, operate and run the AP department, record incoming checks from customers, complete bank deposits.

EDP Renewables N.A. (formerly Horizon Wind Energy) *(Full-time/promoted)* Houston, TX

***Accounts Payable Clerk***/ ***Accounting Administrative Assistant*** 08/2007 - 08/2011

Invoice reconciliation, coding, and billing, A/P voucher preparation and input and post transactions with SAP software to record accounts payable activity, process and research POs in the Logistics module of SAP, process intercompany invoices, document image preparation, wire preparation, input of wires processed, maintain accounting records to include invoices and accounts payable information, maintain accurate records to transfer funds/allocated costs among divisions; document inventory, etc., communicate with contractors, vendors or other third parties to resolve questions or concerns regarding invoices, prepare outgoing checks once approved, prepare reports as requested, prepare the 1099 forms for sending to our vendors, continuously strive to improve processes and quality in order to improve quality, productivity and reduce costs, clean up accounting system to send 1099s properly, trained three accounts payable employees, help others navigate and run reports in the Accounts Payable module of SAP, develop and manage vendor relationships for cost effective purchasing of office equipment & supplies, services, promotional materials, etc., answer and direct department phone calls.

17th Floor, L.P. – Temporary Agency Houston, TX

***Accounting Assistant/Administrative Assistant/Jr. Recruiter***03/2007 – 08/2007

Novum Pharmaceutical Research Services Houston, TX

***Receptionist***  01/2006 – 03/2007

ACS Houston, Texas

***Customer Service Representative*** 10/2005 – 01/2006

**Education / Software**

* CareerStep – Online: Professional Medical Coding and Billing, with honors – 11/2016
* DeVry University – Online: Associate of Arts in Accounting – 10/2011
* MS Office Suite, SAP, Solomon, QuickBooks, SalesForce, Sage, Maximo, JDEdwards, Oracle R12, ExpressScribe, Liberty Court Player, InqScribe, Zendesk, Salesforce, Braintree, Asana