

Tyler Caelwaerts

Advanced Medical Support Assistant

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EXPERIENCE

Veterans Health Administration — Advanced MSA

Jan 2024 - PRESENT

Fulfills all knowledge, skills, and abilities of a GS-6 grade, while maintaining a great customer care ability within the team and Veterans.

Associated Bank — Customer Service Representative

2019-2020, 2022-2024

Managed 60–90 high-volume calls daily, providing customer support for online/mobile banking, scheduling appointments with bank agents and loan officers, troubleshooting loan issues, and resolving inquiries efficiently to enhance customer experience, while maintaining detailed records and utilizing advanced Microsoft and multi-system navigation skills.

MEDICAL EXPERIENCE

MultiPlan — Key Account Representative

United Health Group — Benefit Advocate

Humana — Disability Claims Specialist

Coordinated patient appointments across multiple specialties, managed workflow through phone, email, and fax correspondence, collected updated medical insurance information, ensured accurate scheduling to prevent overbooking, and provided exceptional customer service while offering guidance on Health Care Reform benefits.

MILITARY SERVICE

US Army Reserves — Water Treatment Specialist

2006-2021

Team Lead– Assist Squad Leader and Platoon leader in situations with my group of soldiers.

Operate, treat, and maintain potable water and provide storage and delivery if needed.

PROFESSIONAL SKILLS

Strong Leadership Skills

Customer Service/Patient Interaction

Conflict Resolution

Data Entry/Office Management

Adaptiveness

Problem Solving/Critical Thinking

TECHNICAL SKILLS

Electronic Health Records Systems

Patient Scheduling and Management.

Microsoft Office Suite

Medical Terminology

PROJECTS

Integrated Scheduling Solutions

Continuity of Care Handbook

KNOWLEDGE, SKILLS, AND ABILITIES (GS-7)

KSA - 1. Advanced knowledge of medical terminology and a wide range of clinical flow processes relating to access to care across multiple clinics, specialties, and/or community resources.

- I possess these by the nature of my job at the VA, from the varieties of clinics I have learned including Audiology, Podiatry and Cardiology, as well as the areas I learn from the assistance of other colleagues. I have the clinical knowledge required to provide the patient assistance needed to be successful within my job duties. I continue to advance my knowledge through self-teaching as well.

KSA - 2. Ability to utilize numerous advanced patient systems in support of multiple clinics in an interdisciplinary setting.

- This criterion has been met through my continued skill building at my position as a AMSA, as well as school and individualized learning. From the process of learning and teaching our latest system of Integrated Scheduling Solutions(ISS), to continuing to work and improve efficiency within our current systems.

KSA - 3. Ability to organize work, set priorities, and delegate tasks/responsibilities in order to meet deadlines.

- I have achieved knowledge, many skills and abilities throughout my career in the US ARMY Reserves. Having accountability, critical thinking and strong technical skills is extremely useful when assisting others with their needs and concerns. The training instilled in me, to strictly follow policies and procedures set in place, enhances my attention to detail in all areas. Prioritizing patient care, to include, scheduling appointments, follow-ups, updating patient information, insurance, etc., not only achieves the goal of patient satisfaction, but ultimately allows for the patient to receive great quality care in a timely manner.

KSA - 4. Skill in communicating with individuals to obtain the desired effect [and coordinating with a variety of interdisciplinary care team staff].

- Throughout my whole professional career, communication has always been a key asset and one of my strongest attributes. The ability to speak clearly to your team or an individual in a manner to help assist or teach an employee or colleague has shown to not only be a redeeming quality, but a huge benefit for the companies I have worked for.

KSA - 5. Ability to provide staff development and training.

- From the most recent portion of training, I have shown my technical and interpersonal skills from the Integrated Scheduling Solutions. With my adaptiveness and willing to listen to others, being able to show and teach others in multiple manners while also listening to their concerns. I have implemented these attributes in a plethora of different ways by showing people how to look at situations straight forward, or outside of the box methods to cater to staff's different learning styles.

KSA - 6. Ability to manage staffing requirements, manage workflow priorities, and adjust the flow of work to meet team and patient needs. This includes the ability to follow-up on pending issues and demonstrate an understanding of the impact of incomplete work across multiple clinics.

- I meet this KSA in a multitude of ways, shown through a various array of jobs in my experiences. Staffing requirements has been known to be issues for my medical experience, and my willingness to adapt and take a strong positive attitude to helping out has shown a way to make the best of any situation. Managing work flow priorities and adjusting the flow has been done through being a Water Treatment Specialist. In this the needs may change, but by showing strong organization skills and critical thinking, myself and my team could work through issues efficiently.