

Philip J. Benson

tubidge@gmail.com

Work Experience

Elevated Billing Solutions

South Jordan, UT

10/2014 – 01/2019

Client Services Coordinator

Responsibilities:

- Create and maintain department-wide website resource tracking
- Maintain company-wide password management software (LastPass)
- Enroll client facilities with insurance payers and billing clearinghouse
- Manage queue of internal appeal requests for denied claims
- Research patient cases and compose denial appeal letters

Client Relations Account Manager

Responsibilities:

- Maintain relationship and communication with clients
- Analyze historical data to identify insurance payment trends and provide recommendations to client base
- Act as department liaison for software development
- Consult with clients to develop and grow their business
- Field client complaints and inquiries and create solutions working internally with department leads and directors
- Provide software and business procedure training for new clients
- Assist clients with insurance payer contract applications
- Develop and maintain client facing reports

Accounting Senior Operations Manager

Responsibilities:

- Develop department quality assurance system
- Track department statistics
- Act as department liaison for software development

Accounting Team Lead

Responsibilities:

- Manage daily activity of accounting team
- Review employee performance and provide feedback and solutions to team members to maintain department efficiency
- Train new accounting specialists
- Develop department training material
- Respond quickly to client inquiries via phone and email
- Maintain communication with client accounting staff

Accounting Specialist

Responsibilities:

- Reconcile insurance benefit payments
- Create client invoices
- Identify and investigate insurance claim mis-payments

Elevated Billing Solutions (continued)

Insurance Claim Representative

Responsibilities:

- Verify patient benefits via phone call and online resources
- Provide accurate and timely benefit quotes to client staff
- Identify, investigate, and dispute insurance benefit mis-payments
- Ensure claim receipt and accurate and timely processing by insurance payer
- Dispute insurance claim denial, including composing denial appeal letters

Comcast**Sandy, UT****11/2013 – 10/2014****Collections Account Executive**

Responsibilities:

- Answer inbound customer collection calls
- Place outbound collection calls
- Meet or exceed monthly collections expectations

Senske Services**Murray, UT****06/2013 – 10/2013****Quality Control and Retention**

Responsibilities:

- Make customer satisfaction/retention visits
- Identify and create upselling opportunities

Sales Representative

Responsibilities:

- Door to door marketing
- Phone marketing/calling campaigns
- Follow up with new and potential customers

Utah Medical Products, Inc.**Midvale, UT****05/2010 – 06/2013****Customer Service Representative**

Responsibilities:

- Answer inbound customer service calls
- Enter customer orders from fax, phone call or email
- Print and organize sales orders
- Determine responsible product allocation
- Process domestic and international orders
- Backup front desk receptionist
- Assist in warehouse with order fulfillment

Triton Employment Services**Draper, UT****06/2008 – 02/2010****Call Center Supervisor**

Responsibilities:

- Track employee performance statistics
- Handle escalated customer phone calls
- Assist/Train representatives
- Delegate outbound calls
- Develop training materials
- Maintain inbound call queues

Customer Service Representative

Responsibilities:

- Manage inbound customer emails
- Inbound customer service calls

The Home Depot**Cottonwood Heights, UT****07/2007 - 05/2008**

Lot Attendant

Responsibilities:

- Assist customers with product knowledge
- Load large or heavy items for customers
- Cashier
- Collect and secure shopping carts

Little Caesar's**Sandy, UT****11/2004 - 10/2005*****Cashier***

Responsibilities:

- Cashier
- Take phone orders
- Backup pizza preparation

Education**Salt Lake Community College**

Salt Lake City, UT

08/2012 – 12/2012

University of Utah

Salt Lake City, UT

08/2007 – 05/2008

Alta High School

Sandy, UT

Graduated in 2007

Skills

- Excellent communication skills
- Exceptional customer service skills
- Proficient with Microsoft Windows and Microsoft Office products
- Great with internet research/self-teaching
- Advanced knowledge of Microsoft Excel
- Strong organization and prioritization skills
- Very personable
- Fast and eager learner
- Good trainer and teacher