Krystal Newman

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**Professional Synopsis:**

Professional, flexible, compassionate, resourceful with extensive office operations and personnel organization and training expertise. With excellent communication skills committed to providing cutting edge industry knowledge and technical skills, while welcoming the opportunity to maximize and enhance the management skills, quality assurance, and training experience I have acquired working in various industries over the past several years.

**Professional Experience:**

*Self – Contractor – USA*

*Electronic Health/Medical Record Trainer/Consultant 11/2011 – 02/2016*

* Trained physicians, nurses and all other clinicians how to utilize and effectively operate the chosen system each hospital put into effect.
* Learned several systems while traveling the continental United States training classes and working throughout various units of hospitals and clinics.
* Worked with doctors on billing and coding for proper charges.
* Conducted in-classroom training
* Monitored proficiency assessments for end users and super users.
* Worked with several hospitals on health insurance verification.
* \*\*This position held more detail than what can be listed for more information on this position please contact me.

*Gary Guichard Public Adjuster – Orlando, FL*

*Public Adjuster Assistant* *01/2009 to 10/2011*

* Contacted homeowners about policies, sorted through various estimates and set up meetings
* Investigate and process insurance claims filed by policyholders.
* Prepared insurance claims and presents cases to the insurance company.
* Initiated the negotiation process and attempt to get the best settlement possible for their clients.
* Contacted claims adjusters and acted as Liaison between Adjuster and Client
* Collated bills and entered payroll into QuickBooks.
* Handled and process variety of property claims involving damage to buildings and structures, or liability claims or third-person property damage from liability situations.
* Inspect property damage to determine extent of damages.
* Verify that coverage applies through an insurance policy.
* Evaluate damages to ascertain compensation amount.
* Consult with accountants, architects, construction workers, engineers, lawyers, and physicians to get expert evaluation.
* Examine photographs and statements.
* Record data and statements in report.
* Evaluate all information to determine how claim should be handled.
* Negotiate with claimant to settle claim.
* Prepare and present claims to insurance companies.

*HEWITT - Orlando, FL 09/2008 to 12/2008*

*Benefits Specialist*

* Responsible for overseeing and administering the employee benefits programs. Specializes in health and dental insurance and retirement plans
* Perform research to ascertain the best program to suit a company's structure, function, and size.
* Received high volume of incoming calls and escalated any tickets that needed to be reviewed
* Described health insurance plans to customers; Answered benefit questions.
* Performed researched to always stay current on changing Federal and State regulations and legislation that may affect employee benefits.

*D&M CONSULTING - Altamonte Springs, FL 01/2006 to 08/2008*

*Office Manager*

* Interviewing/Hiring Process; Implementing standard interviewing processes.
* Trained new hires on specific job duties
* Drafted meeting agendas, supplied advance materials and executed follow-up for meetings and team conferences.
* Participated in meetings conducted by the management about the organization's policies and the steps it plans to take for its strategic development
* Designing and implementing office policies.
* Updating health and safety policies and ensuring that they are being adhered to.
* Designed electronic file systems and maintained electronic and paper files.
* Planned meetings and prepared conference rooms.
* Maintained an up-to-date department organizational chart.
* Dispersed incoming mail to correct recipients throughout the office.
* Facilitated working relationships with co-tenants and building management.
* Organized files, developed spreadsheets, created weekly and monthly reports and presentations.
* Managed the day-to-day calendar for the company's senior director.
* Received and screened a high volume of internal and external communications, including email and mail.
* Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports and lists

*LIBERTY MUTUAL - Orlando, FL 07/2004 to 02/2006*

*Insurance Assistant/Adjuster*

* Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports and lists.
* Managed daily office operations and maintenance of equipment.
* Transitioned from Insurance Assistant to Insurance Adjuster in under six months.
* Received and screened a high volume of internal and external communications, including email and mail.
* Received and distributed faxes and mail in a timely manner.
* Kept all manuals up to date, organized files, developed spreadsheets, faxed reports and scanned documents.
* Made copies, sent faxes and handled most incoming and outgoing correspondence.
* Dispersed incoming mail to correct recipients throughout the office.
* Investigate, research, analyze, verify and recommend solutions, using independent judgment on claims against auto insurance
* Ensure accuracy of information collected and reported and guard against fraudulent claims
* Perform data entry, filing, typing, word processing, record-keeping and letter writing
* Research plan details and apply adjustments as needed
* Show empathy, give guidance and answer questions to provide great customer service
* Review estimate photos and make liability decisions to determine fault

**Education:**

* ATI Allied Health

2015 – Present

Billing and Coding/Certified Electronic Health Records Specialist

**Highlights:**

* Proficient in Microsoft Word and Excel
* Able to multi-task and handle all situations with poise and discretion
* Enjoy working in a fast paced environment and can easily adjusts
* Detailed oriented
* Self-starter
* Resourceful with a solid work ethic
* Typing 69 words per minute
* 10-key by touch and sight
* Successful in establishing a positive rapport with clients
* Critical thinking
* Creative problem solving
* Strong quantitative and qualitative skills
* Excellent communication skills
* Organization, verbal and computer skills
* Ability to work independently or in team environment
* Ability to multi-task efficiently
* Ability to operate under pressure
* Motivated
* Loyal

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