

ROBERT SMITH

Junior Account Coordinator

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

To become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

CORE COMPETENCIES

Proficient In Microsoft Office Including Word, Excel,.

PROFESSIONAL EXPERIENCE

Junior Account Coordinator

Equian LLC - July 2015 – 2019

Key Deliverables:

- Build and maintain operational relationships with clients to ensure customer satisfaction.
- Document all communications and maintain up-to-date documentation on all claims in company system according to company standards.
- Establish and maintain contact (verbal and written) with customers, third parties and Sales from the referral submission through case closure per client/claim handling instructions and service standards; present agreed upon regular status updates.
- Assist clients with claims submission, including handling and researching rush requests and verify pertinent information is provided to ensure efficient and timely handling for review process.
- Prepare and distribute accurate client status reports per the established schedule.
- Present key outstanding issues and operational challenges through the intake and review process.
- Facilitate conference calls for clients as needed for updates and discussions.

Account Coordinator

ABC Corporation - 2012 – 2015

Key Deliverables:

- Duties Maintain excellent communication via telephone and email conducive to quality customer service.
- Act as the single point of coordination for all company communications with assigned physicians.
- Act as a liaison between all internal and external customers.
- Coordinate patient appointments with Patient Service Representatives including fittings, follow-up visits and in-services.
- Provide quality and timely customer support for product installations and post installation inquiries Maintains appropriate documentation and patient records pertaining to prescription of and installation of LifeVest.
- Maintain Inventory.

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- Ensure compliance with federal regulations while maintaining high levels of patient care in a high stress fast paced- work environment.

EDUCATION

- Bachelors in Communications - (University of Colorado - Denver, CO)