

# ROBERT SMITH

## Account Coordinator I

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

### SUMMARY

3 years of experience as a Patient Account Coordinator offering experience in effectively and courteously serving patients and co-workers in reference to hospital and clinic billing. Expertise in

### CORE COMPETENCIES

Medical Billing, Human Resources, Retail Management, Customer Service, Microsoft Office, Microsoft Office, Microsoft Office, SAP, Quickbooks, and Payment Processing.

### PROFESSIONAL EXPERIENCE

#### Account Coordinator I

ABC Corporation - April 2015 – May 2017

##### Key Deliverables:

- Make outbound calls to patients in regards to past due account balances.
- Filter through voice mails left by patients regarding billing questions.
- Partner with attorneys to collect data to present as evidence throughout hearings.
- Assist customer service with inbound and outbound calls regarding all hr inquiries.
- Resolve personnel issues regarding human resources matters needing clarification, submissions, and corrections.
- Partnered with the IT department to create a streamlined onboarding process for new hires.
- Worked on 401(k) administration, FMLA, and workers compensation claims and benefits.

#### Account Coordinator

ABC Corporation - July 2014 – April 2015

##### Key Deliverables:

- Responsibilities took inbound calls from patients, attorneys, providers, and insurance agents in regards to patient hospital and clinic billing.
- Added patient insurance to accounts, created payment plans, took payments and answered all questions regarding all aspects of billing and processing.
- Accomplishments maintained a positive upbeat work environment by creating healthy relationships with all co-workers.
- Skills used utilized medical coding skills I acquired throughout my education at Sullivan University.
- Managed communication regarding employee orientation and open enrollment for benefits.
- Navigated efficiently daily in mercys hospital and clinical billing software.
- Demonstrated excellent customer service skills by being happy, helpful, and courteous to all patients at all times.

### EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- Certificate in Medical Coding - 2009(Sullivan University - Louisville, KY)Psychology - 2003(Crowder College - Neosho, MO)Computer Science in informatics And Telecommunications - September 2008(University Of Habana/ Cuba - Havana)