ROBERT SMITH

Account Services Specialist (Medical)

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SUMMARY

Outgoing and resourceful Account Service Specialist with over ten years of experience consistently meeting and exceeding productivity goals. Proven ability to troubleshoot and resolve issues quickly. Maintains high level of patience, professionalism, and efficiency to minimize customer dissatisfaction and increase customer loyalty.

CORE COMPETENCIES

Computer, Medical Terminology, Medical Billing, Medical Transcription, Medical Coding.

PROFESSIONAL EXPERIENCE

Account Services Specialist (Medical)

ABC Corporation - November 2008 – August 2012

Key Deliverables:

- Responsible for working spreadsheets and participating in projects created to lower company dept.
- Contacted insurance companies in reference to non-payment or underpayment of claims Submitting appeals to insurance companies in order to receive payment for denied or under paid claims.
- Reviewed and determined correct medical insurance information.
- Responsible for correcting and refiling claims.
- Responsible for verifying Medical Insurance coverage and benefits.
- Provided required medical documents to insurance companies.
- ${job_description7}

Account Services Specialist

Delta Corporation - 2007 – 2008

Key Deliverables:

- Determining and reporting trends from insurance companies.
- Designed and delivered creative proposals to support marketing efforts using "project value" methods, financial justifications and visuals.
- Assisted high frequency callers in resolving issues that have not been previously addressed, as well as probing to get to the core of the issue.
- Sold the service as well as the best possible device, plan, and features for the customer.
- Made monthly follow-ups to worked accounts to ensure that the issue is fully resolved.
- Calculated and balanced premiums discrepancies for further research and resolution.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

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- Administrative Technology - 1990(Dominion Business School - Roanoke, VA)

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