

# Robert Smith

## *Business Service Representative III*

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

To obtain a position as a team-player in a medical office where can maximize medical billing and business services experience o make a positive contribution to the organization.

### **SKILLS**

Customer support,  
Leadership,  
Management.

### **WORK EXPERIENCE**

#### ***Business Service Representative III***

**ABC Corporation - October 2002 - October 2006**

##### *Responsibilities:*

- Collected and updated patients private and employment sponsored insurance/billing information.
- Determined coordination of benefits.
- Submitted claims to insurance carriers.
- Followed up with insurance carriers on unpaid or rejected claims; resolved issues and resubmitted claims.
- Submitted pre-authorizations.
- Answered patient questions on patient responsible portions, copays, deductibles, write-offs, ect.
- Explained why certain services were not covered.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

#### ***Business Service Representative***

**Delta Corporation - 1997 - 2002**

##### *Responsibilities:*

- Customer Service Representative Cashier Sales of Business Service Materials such as business cards, business forms etc.
- Reproduced color and black and white copies Faxing services Binding Services.
- Identified employers who were willing to employ qualified candidates from the offender population Marketed to employers the array of services .
- Gained knowledge of the various product offerings Ameritech provided to its small business customers and the various systems and procedures used to .
- Responsible for facility front desk and customer service representative.
- Responsible for generating revenue by closing sales Sells products directly to customer and to end users primarily via face-to-face.
- Conduct outreach for the purpose of establishing relationships, providing resources and identifying best talent for company openings.

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

### **Education**

General Education - 2004(Milwaukee Area Technical College)