

SOPHIA BROWN

Billing Claims Analyst

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PROFESSIONAL SUMMARY

Seasoned Billing Claims Analyst with 5 years of experience in healthcare claims processing and dispute resolution. Expertise in evaluating claims data for compliance, enhancing operational efficiency, and optimizing customer service. Passionate about leveraging analytical skills to improve claim accuracy and drive organizational success.

WORK EXPERIENCE

Billing Claims Analyst

WidgetWorks Inc.

📅 May / 2021-Ongoing

📍 Denver, CO

1. Review and analyze claims for accuracy and compliance with Long Term Care insurance policies.
2. Draft approval and denial correspondence in accordance with regulatory standards.
3. Train new employees on claims processing policies and procedures, improving team performance.
4. Ensure timely and accurate claims payments, adhering to state regulations and company standards.
5. Identify potential exposures and report findings to senior management for strategic decision-making.
6. Communicate effectively with policyholders and providers to resolve inquiries and disputes.
7. Oversaw the implementation of IBM DataCap for efficient indexing of incoming claims documentation.

Claims Analyst

Crescent Moon Design

📅 May / 2020-May / 2021

📍 Portland, OR

1. Serve as the expert on debit card regulations, managing chargeback processes for clients.
2. Make informed decisions based on Visa and MasterCard regulations to resolve chargeback disputes.
3. Maintain comprehensive case files and assess documentation from cardholders to support dispute resolution.
4. Deliver exceptional customer service through effective communication with internal and external stakeholders.
5. Manage a daily queue of disputes, ensuring timely resolution and compliance with industry standards.
6. Update financial institutions on dispute statuses, providing recommendations based on regulatory guidelines.

EDUCATION

Bachelor of Science in Health Administration

University of Phoenix

📅 May / 2019-May / 2020

📍 Chicago, IL

Focused on healthcare management and policy, equipping students with the knowledge to navigate the healthcare system effectively.

SKILLS

Proficient In Ms Office Suite
And Project Management
Software

Claims Project Management

Cross-functional Team
Coordination

Regulatory Compliance

Progress bar for Proficient In Ms Office Suite And Project Management Software

Progress bar for Claims Project Management

Progress bar for Cross-functional Team Coordination

Progress bar for Regulatory Compliance

ACHIEVEMENTS

- ★ Achieved a 98% accuracy rate in claims processing, reducing discrepancies and enhancing efficiency.
- ★ Implemented a new tracking system that decreased claim resolution time by 30%.
- ★ Developed training materials for new hires, improving onboarding efficiency by 25%.