



# HENRY WALKER

Clinical Support Specialist - Representative

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☎ (123) 456 7899  
📍 Los Angeles  
🌐 www.qwikresume.com

## SKILLS



## INTERESTS

📖 Birdwatching 🧳 Traveling  
🏋️ Sports Coaching 🧶 Knitting

## STRENGTHS

🔗 Pragmatism 🍃 Sensitivity  
❤️ Sincerity 📌 Stability

## LANGUAGES



## ACHIEVEMENTS

- 🌟 Implemented a new patient documentation system that reduced errors by 30%.
- 🌟 Trained 10+ new hires in clinical support protocols, improving team efficiency.

## PROFESSIONAL SUMMARY

Dynamic clinical support specialist with 2 years of experience enhancing patient care and optimizing operational workflows. Proficient in managing clinical documentation, coordinating training for staff, and ensuring compliance with healthcare regulations. Passionate about contributing to a patient-focused environment and driving initiatives that improve service delivery and operational efficiency.

## WORK EXPERIENCE

- Clinical Support Specialist - Representative** 📅 Mar / 2024-Ongoing  
WidgetWorks Inc. 📍 Denver, CO
- Managed daily office operations, ensuring efficient workflow for a team of 4 employees.
  - Developed and maintained accurate clinical documentation to support patient care initiatives.
  - Conducted training sessions for new staff on clinical protocols and software usage.
  - Coordinated inventory management, ensuring availability of essential medical supplies.
  - Verified insurance claims and resolved discrepancies with various providers.
  - Performed accounts receivable duties, enhancing financial accuracy and efficiency.
  - Initiated audits of patient files to ensure compliance with medical necessity standards.

- Clinical Support Specialist** 📅 Mar / 2023-Mar / 2024  
Crescent Moon Design 📍 Portland, OR
- Provided clinical support by answering phone inquiries and managing authorizations for outpatient treatments.
  - Assigned psychological evaluations to appropriate providers, ensuring timely service delivery.
  - Coordinated requests for interpreters to facilitate effective communication during treatments.
  - Maintained hospital assignments and forwarded census lists to care advocates.
  - Assisted with front desk coverage, enhancing overall patient experience.
  - Tracked appeal claims in Excel to ensure timely follow-up and resolution.

## EDUCATION

- Associate of Science in Health Science** 📅 Mar / 2022-Mar / 2023  
University of Health Sciences 📍 Seattle, WA
- Focused on patient care and healthcare operations.