

# OLIVIA SMITH

## Collections Assistant

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### PROFESSIONAL SUMMARY

Dedicated collections professional with over 2 years of experience in managing accounts and resolving billing inquiries. Proven ability to enhance collections processes and support customer satisfaction through effective communication. Eager to contribute to a dynamic team and improve financial outcomes.

### WORK EXPERIENCE

Collections Assistant

Quantum Solutions LLC

Feb / 2024-Ongoing

Phoenix, AZ

- 1. Managed collections for all Third Party Liability (TPL) accounts, ensuring timely payment.
- 2. Facilitated the Medical Liens process by preparing and reviewing accounts.
- 3. Coordinated payment collection from attorneys and insurance companies, enhancing cash flow.
- 4. Assisted patients with billing-related inquiries, resolving issues efficiently.
- 5. Processed payments and maintained accurate records of patient accounts.
- 6. Responded promptly to customer service inquiries, improving service quality.
- 7. Conducted insurance verifications and ensured compliance with billing standards.

Collections Assistant

Summit Peak Industries

Feb / 2023-Feb / 2024

Denver, CO

- 1. Provided exceptional customer service while utilizing CBS/DOSS and SAP systems for collections.
- 2. Updated customer information to maintain accurate records and improve communication.
- 3. Addressed billing inquiries and resolved account discrepancies effectively.
- 4. Ensured accuracy in all transactions, contributing to a streamlined billing process.
- 5. Entered patient account data and processed payments to maintain up-to-date records.
- 6. Monitored overdue accounts and coordinated bankruptcy documentation as needed.

### EDUCATION

Associate of Arts in Business Administration

Central Community College

Feb / 2022-Feb / 2023

Santa Monica, CA

Focused on financial management and customer relations.

### SKILLS



### ACHIEVEMENTS

- ★ Achieved a 20% reduction in overdue accounts through targeted follow-up strategies.
- ★ Successfully processed over 100 accounts per week, ensuring timely payments.
- ★ Improved customer satisfaction ratings by 15% through effective communication and support.