

Robert Smith

Document Retrieval Specialist

CONTACT DETAILS

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PERSONAL STATEMENT

To obtain a Document Retrieval Specialist position in a professional environment where my skills and knowledge will enhance insurance services provided.

SKILLS

Very organized, Detail oriented individual.
Motivated.

WORK EXPERIENCE

Document Retrieval Specialist **ABC Corporation - February 2013 - June 2013**

Responsibilities:

- Prioritized workload based on claim dollar amount and client deadlines.
- Contacted healthcare providers nationwide to obtain medical and billing documents.
- Placed outbound calls to engage providers and verify clinical information.
- Attached clinical/billing information received to corresponding claims.
- Conducted follow- up calls with providers to ensure requested documents are collected.
- Determined completeness of documents received based on request packet guidelines.
- Assisted nursing staff in the claim audit process.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

Document Retrieval Specialist **Delta Corporation - 2011 - 2013**

Responsibilities:

- Retrieved statements, checks, safe deposit box and other documents or records that Chase Bank provides for customers.
- Communicated with law enforcement officers about the nature of what information is needed and the time frame documents were needed.
- Compiled documents to be sent to law enforcement after verifying that documents were not violating privacy issues and that correct documents were .
- Duties included document retrieval, filing and serving subpoenas, processing and distributing a high volume of incoming and outgoing US international .
- FT) Primary responsibilities To provide vital loan documentation to the customer/clients, customer satisfaction, and provided timely responses.
- Responsible for reviewing and retrieving documents necessary for the file to be assessed to the processing area, for payoff purposes.
- Resolving issues by contacting Title Companies and Attorneys offices.

REFERENCES

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

Education

MS