

ROBERT SMITH

Financial Recovery Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

An energetic, enthusiastic, extrovert, exuberant, persistent, career-driven, motivated, and bilingual (French/English) individual. Goal is to use the skills I have acquired, as well as expand my knowledge to become a great addition to your company by exceeding expectations.

CORE COMPETENCIES

Customer Service Oriented, Claims, Billing And Coding, Detail Oriented, Ability To Work Independently Or With A Team, And Research And Analysis.

PROFESSIONAL EXPERIENCE

Financial Recovery Specialist

ABC Corporation - April 2002 – August 2014

Key Deliverables:

- Responsible for processing all patient inquiries including tax and insurance appeals.
- Assisted with daily account flow and negotiated discounts to ensure maximum recovery for past due accounts.
- Managed over \$5 million of revenue and collected \$1.2 million of that revenue annually.
- Performed monthly audits of patient accounts.
- Promoted from Insurance Recovery Specialist to Financial Recovery Specialist after one year.
- Appointed Small Claims Court Representative and prepared files for court hearings in order to obtain a legal judgment.
- Elected to serve as a member of the Employee Grievance Committee.

Financial Recovery Specialist

Delta Corporation - 1998 – 2002

Key Deliverables:

- Surpassed revenue/collections goals in 3 consecutive quarters.
- Build own accounts utilizing Accurant, Equifax Search, and other Skip Tracing tools to Locate and Collect Debts as old as 1980s, to as new as 2012.
- Studied FDCPA for 2/ weeks prior to Testing and passing ACA certification tests, also participated as top collector for 1st month on floor w/ most .
- Responsible for managing delinquent accounts, setting and adjusting payment plans and assisting customers in clearing up financial debts.
- Required to ensure accurate and complete data entry and data management on numerous open accounts and keep clear records of all transactions.
- Follow up on plans, report statistics and consumer data daily, and meet client set goals.
- Recovered and retrieved funds from providers due to overpayment and adjusted provider claims for overpayment and underpayments Proficiently reviewed .

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EDUCATION

- Diploma In Culinary Arts