

Robert Smith

Financial Recovery Specialist

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SUMMARY

To utilize my experiences and skills within an organization, where team work, quality client/patient care is excellence driven, and customer service adds value to an organization's success. A team player with excellent communication skills, can adapt to any computerized in house. I have 15 years of customer service experience in the Healthcare Administration field.

SKILLS

MS Office, Planning Skills.

WORK EXPERIENCE

Financial Recovery Specialist

Humana Inc - March 2007 - 2021

- Improved morale and efficiency by assisting colleagues in achieving goals and objectives.
- Increased profitability through negotiation and enforcement of monthly scheduled financial recovery campaigns.
- Handled portfolio management for Citibank, Bank of America, and Chase Bank.
- Blessed to have been able to service humanity through collections, to help those in needed during a transition in their lives, and to show love and compassion to all of my customers I served from an authentic heart and soul.
- Reviewed processed claims for possible overpayment made to providers.
- Went to hospitals for on-sight review of medical charts to correctly process claim submissions.
- Reviewed claims for appropriateness of applied benefits on the ChoiceCare System in the Coordination of Benefits unit.

Financial Recovery Specialist

Delta Corporation - 2003 - 2007

- Collect financial debts on outstanding accounts Met the company goal of collecting 45 debt account in a quarter; resulting in a saving to the company .
- Update personal information on outstanding accounts Briefed my supervisor weekly on the outstanding accounts; and the process to decrease the amount .
- Recovered unpaid Visa and MasterCard payments via multi-line phone system Maintained an ongoing caseload by placing around 300 calls per day Made .
- Duties and responsibilities include -Responsible for making 250 to 300 outbound calls a day.
- Dealt with the collection of past due credit card accounts with American Express, HSBC Bank, Chase, CitiCorp, and many others.
- Surpassed revenue/collections goals in 3 consecutive quarters.
- Build own accounts utilizing Accurint, Equifax Search, and other Skip Tracing tools to Locate and Collect Debts as old as 1980s, to as new as 2012.

EDUCATION

MS