

# **MASON WILSON** Medical Customer Service Representative I

- (123) 456 7899
- Los Angeles
- www.qwikresume.com



Follow-up procedures



Team Collaboration



Scheduling Appointments



# INTERESTS

DIY Projects

**%** Crafting

O Meditation

**m** History

### **STRENGTHS**









# LANGUAGES





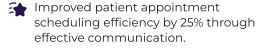


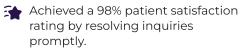
English

Polish

Swahili

### **ACHIEVEMENTS**





# PROFESSIONAL SUMMARY

Results-driven Medical Customer Service Representative skilled in resolving patient inquiries and issues efficiently. Recognized for improving service response times and fostering positive patient relationships in a fast-paced environment.

# WORK EXPERIENCE

#### Medical Customer Service Representative I

May / 2022-Ongoing

**Quantum Solutions LLC** 

**耳** Phoenix, AZ

- 1. Took inbound calls from patients for various reasons, examples being: scheduling appointments, processing payments, verifying insurances, credit checks, signing patients up for our program, as well as answer any questions or handle any concerns they might have.
- 2. Sent email reminders, and did follow up phone calls regarding appointments and or conflicts they may have.
- 3. Worked very close with management to the point of raises and various special projects.
- 4. Helped train new employees when they began working.
- 5. Ranked among one of the better CSR'S statistically.
- 6. Taken complete and accurate messages.
- 7. Scheduled mutually acceptable appointment times utilizing an electronic practice management system.

#### Medical Customer Service Representative

May / 2020-May / 2022

Lakeside Apparel Co

Thicago, IL

- 1. Assisted pharmacist and RN with prescription authorizations.
- 2. Provided effective and timely resolution of a range of customer
- 3. Promptly answers incoming calls from patients and insurance providers regarding account services and balances using various systems for multiple.
- 4. Obtain and update accounts with correct demographics, payments and insurance information.
- 5. Retrieve and follow-up on faxes, voicemails and returned mail received on a daily basis.
- 6. Provides excellent customer service with attention to detail, empathy and dedication.

### EDUCATION

#### Associate of Applied Science in Health Management

May /

May / 2020

City College

**耳** Phoenix, AZ

Focused on healthcare administration and patient management.