

ROBERT SMITH

Medical Support Specialist

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

SUMMARY

25 years of Customer Service, Leadership, Public Relations, and Administrative processing skills. Embrace challenging projects and enjoy working in a self managed, fast paced environment, also capable of working well in a team environment.

CORE COMPETENCIES

Computer Literacy, Clerical, Classroom Management, Customer Service.

PROFESSIONAL EXPERIENCE

Medical Support Specialist

ABC Corporation - July 2009 – April 2011

Key Deliverables:

- Responsible for the integrity, maintenance, and updating of various systems, including MemBRS, CSW, and P8/FileNet.
- Updated the system as warranted to reflect prior authorization case status.
- Ensured all contacts and inquiries were logged as necessary, as received through different channels including internal and provider sources.
- Created & maintained an atmosphere of confidentiality and trust, as it relates to sensitive health & personal information (PHI).
- Logged requests for medical review.
- Created & closed case files for every inquiry.
- Updated & maintained database of Prior Authorization team workload & case history.

Medical Support Specialist

Delta Corporation - 2005 – 2009

Key Deliverables:

- Prepares patients for health care visit Performs ancillary testing and tasks ordered by the center medical director Directly reports to center .
- CLINICAL DUTIES / ADMINISTRATIVE DUTIES Phlebotomy - Venipuncture, Dermal Puncture Set-Up Patient Charts Medical Emergencies/First Aid Patient .
- Medical support.
- Medical documentation.
- Team leader of a squad of soldiers Accomplishments Got promoted to sergeant Skills Used Organization teamwork Communication leadership.
- Patient vitals, venipuncture, DOT drug testing, breath alcohol testing, audio grams,EKG, Checking in patients and check out, answer phones .
- Conducted all front office duties answer phones, schedule patients, work on referrals, check-in patients, check-out patients.

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EDUCATION

- English