

# Robert Smith

## *Patient Access Supervisor II*

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

Patient Access Supervisor is to bring exceptional customer service, punctuality, and dedication to any position that acquire, and to contribute to further the mission of the company.

### **WORK EXPERIENCE**

#### ***Patient Access Supervisor II***

**ABC Corporation - August 2012 - August 2015**

##### *Responsibilities:*

- Responsible for the daily ER operation of a registration staff of 25.
- Ensures the department is adequately staffed for a 24hr-7days Emergency room.
- Responsible for admissions, insurance functions, collections, denials, and appeals.
- Responsible for registration training and continuing education.
- Demonstrate and implemented exceptional customer service skills at all times, including in difficult situations.
- Created departmental procedures and policies Responsible for payroll and scheduling and monthly staff meetings.
- Conduct annual evaluations on all employees and develop performance improvement plans when needed.

#### ***Patient Access Supervisor***

**Delta Corporation - 2007 - 2012**

##### *Responsibilities:*

- Manager with supervising activities and daily workflow of 55 employees, staffing of patient care areas.
- Duties also consist of keeping a departmental record of attendance and counseling of employees, oversight of daily cash management and interacting.
- Assist and implement new processes and procedures within the department.
- CHS University Hospital Assist the Manager with supervising activities and daily workflow of 55 employees, staffing of patient care areas.
- Duties also consist of keeping a departmental record of attendance and counseling of employees, oversight of daily cash management and interacting.
- Assist and implement new processes and procedures within the department.
- This is Dummy Description data, Replace with job description relevant to your current role.

### **Education**

Bachelor of Arts in Sociology & Psychology - (Ashford University)

### **SKILLS**

Microsoft Office,  
Microsoft Word, Microsoft  
Excel, Microsoft  
Powerpoint, Customer  
Relationship  
Management, 10-Key,  
Management, Customer  
Service.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

