

# Robert Smith

## *Patient Care Coordinator I*

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

3 years of experience as a Patient Care Coordinator. A reliable and competent professional with exceptional data entry and customer service skills, who is hard-working, highly organized, meticulous multi-tasking professional with outstanding telephone, scheduling, and documentation skills.

### **SKILLS**

Excellent Interpersonal, Flexibility, and Adaptability, Excellent Computer, Ability To Multi-task, Excellent Communication, Analytical, and Problem Solving, Excellent Organizational, Team Work, Positive Attitude, Initiative, and Motivation, Strong Work Ethic, Loyalty, Honesty, and Integrity, Excellent Customer Service, Punctuality, and Fast Learner.

### **WORK EXPERIENCE**

#### ***Patient Care Coordinator I***

**ABC Corporation - August 2014 - July 2016**

##### *Responsibilities:*

- Operated a company-wide database to book appointments over the phone for commission bonuses and follow up appointments.
- Created patient charts, complying with HIPPA guidelines, and filed away in alphabetical order.
- Applied for patient financing when needed using Wells Fargo, care credit, help card, and health plan.
- Order hearing aids or hearing aid parts online and checked in hearing aids into the database and into appropriate patients charts.
- Cleaned hearing aids and conducted troubleshooting when hearing aids are not working properly.
- Called patients insurances to check benefits in order to qualify for hearing aids.
- Sent pre-authorization and the final fit packet to patients insurance in order to collect payment.

### **LANGUAGES**

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

#### ***Technical Support Representative***

**ABC Corporation - May 2013 - August 2014**

##### *Responsibilities:*

- Resolved customer issues in a clear, courteous and straightforward manner.
- Identified and solved technical issues with a variety of diagnostic tools.
- Remained up-to-date on the latest technologies and solutions applicable to company products.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Addressed and resolved customer product complaints empathetically and professionally.
- Identified chronic customer issues by creating and maintaining a customer complaint log.
- Referred unresolved customer grievances to designated departments for further investigation.

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

### **Education**

High School Diploma - (Santa Fe High School - Santa Fe, NM) Bachelor Of Science - August 2004 (University Of Phoenix) Diploma in

Medical Assistant - September 1999(Bryman College)