

ROBERT SMITH

Lead Patient Services Representative

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

Experienced administrative assistant with a solid track record for efficiency and compliance. Developed, implemented and evaluated policies and procedures. Well known for recommending or initiating personnel actions, such as hire, promotions, discharge and disciplinary measures.

EXPERIENCE

Lead Patient Services Representative

ABC Corporation - DECEMBER 2013 - PRESENT

- Provide complete registration and scheduling services for outpatient/clinic services as per registration standards and clinic protocol.
- Coordinate incoming referrals to ensure all referrals are entered into the referral module in the epic system including prior authorization numbers when needed.
- Coordinate referral management with clinic staff and providers to ensure optimal access to specialty care.
- Coordinate with financial service counselors to ensure applications for coverage are initiated prior to appointment.
- Complete and enter the Medicare as secondary payer online form accurately for all Medicare accounts, and initiate the advanced beneficiary notice as appropriate.
- Identify research and resolve patient questions and inquiries regarding the patient portal.
- Maintain ethical standards in the performance of duties and in interactions with patients, coworkers and health care professionals.

Customer Care Associate/Team Lead

ABC Corporation - MARCH 2012 - DECEMBER 2013

- Provided the utmost customer service by interviewing customers for relevant information and properly leading them through diagnostic procedures to determine the source of their problem with a sprint product.
- Logged and tracked customer calls in a computer database and research, documented and recommended new methods or modifications to the customer support processes.
- Provided empathy and assurance to the customers and made sure to follow the churning process for sprint customers.
- Took escalations for customers requesting to speak with a supervisor or assisted agent with call containment.
- Worked as a subject matter expert in the learning lab with the training department to prepare agents for taking calls on the floor

and provide agents with the required training to be able to perform the job requirements.

- Performed quality assurance by listening to phone calls and providing coaching to agents and different ways of solving a customers issue.
- Provided basic customer service for a high volume of primarily routine inbound telephone calls with the objective of selling new or additional products and/or services while providing customer satisfaction and retention.

EDUCATION

- Certificate in Executive Assistant Office Administration Coursework - (Olympic College) Associates in Science in Nursing - 2013(Ivy Tech)

SKILLS

Word, Microsoft Office, Excel, Tussman, Bilingual/Spanish And English