

ROBERT SMITH

Patient Services Representative I

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

SUMMARY

Organizational Psychologist who is self-motivated and results-driven with strong communication, analytical, problem solving and reasoning skills. Looking for an organization that can utilize my professionalism and education. To be challenged and feel connected to my employer.

CORE COMPETENCIES

Excellent Customer Service, Kind And Caring.

PROFESSIONAL EXPERIENCE

Patient Services Representative I

ABC Corporation - June 2014 - November 2014

Key Deliverables:

- Provide telephone reception and appointing services for patients, in accordance with clinic policies.
- Work collaboratively with back office staff and health care providers to provide flawless patient care, utilizing epic software.
- Review medical charts to verify and obtain pertinent patient information.
- Verify and update patient demographics, guarantor accounts, and insurance coverages.
- Designated as the main point of contact for drug representatives seeking department meetings/lunches with health care providers.
- Update patient accounts using worklists to insure timely delivery of patient orders.
- Inform patients when prescriptions have been denied and follow up with md if needed.

Assistant Store Manager/Interim Store Manager

ABC Corporation - March 2011 - March 2014

Key Deliverables:

- Leadership and accountability for optimal functioning of a large retail store when storing manager off-site.
- Accountable for leading regional conference calls, weekly freight orders and ensuring accuracy of weekly, monthly sales focus and sales audit reports.
- Successfully facilitated achievement of the largest increase in pier 1 rewards credit card sales.
- Create and make use of excel spreadsheets to track patient information and their personalized clinical team.
- Collaborate with staff as well as utilize independent decision making daily.

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- Performance of diversified administrative and secretarial work in support of the department.
- Coordinating with other clinics and outpatient departments to facilitate patient care.

EDUCATION

Bachelor Of Arts in Elementary Education - (Washington State University - Vancouver, WA) Medical Billing And insurance Coding - (UEI College)

