Robert Smith

Policy Services Representative

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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www.qwikresume.com

SKILLS

Customer Service, Healthcare.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

PERSONAL STATEMENT

Multi-tasked individual seeks a high-level medical biller position or related field, which offers leadership with advancement opportunities in the healthcare industry. Trained to monitor patient accounts, collection delinquencies, and post payments/ follow up and submit claims to appropriate insurance carrier.

WORK EXPERIENCE

Policy Services Representative

ABC Corporation - August 2014 – 2022

Responsibilities:

- Referred multiple employees, some of which went on to management positions.
- Managed a team of 6 to 10 employees who implement policies.
- Developed and executed policies for a diverse range of business needs.
- Maintained data integrity through access control, security, and IT system maintenance.
- Utilised tools such as Microsoft Office 365 to manage business processes.
- Actively participated in the development of new policies and technology solutions.
- Actively participated in the research and development of new product offerings.

Policy Services Representative

Delta Corporation - 2012 – 2014

Responsibilities:

- Sought more marketing related interaction with the field so I transferred to the Agent Marketing & Compensation dept.
- Address customer needs and inquiries Answer multi-line phone.
- Process changes on policies using multiple computer.
- Processed annuity checks for partial withdrawals Assisted customers with restoring services Processed payments.
- Handled all GAP Insurance policy cancellations, the GAP and Life policy reinstatement, and the cancellation refund check reissues; worked with the .
- PA Enter new business submissions into Image Right and AS400 Search, interpret, and process information from multiple data bases .
- Corresponds with insured or lender to obtain information or inform them of account status or changes Modify, update, and process existing policies.

Education

Bachelors Of Science

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