

Objective

Very detail-oriented with the ability to work in a multitask environment as well as to adapt to changing priorities. A problem-solver who uses analytical skills, exceptional professional qualities, and knowledge of company business to solve customers' concerns.

Skills

Continuous Quality Improvement, Strategic Planning, Team building, Interpersonal Savvy, Quality Improvement, Managed Healthcare, Behavioral Health, NCQA Accreditation.

Work Experience

Quality Review Specialist

ABC Corporation - 2011 – 2011

- Assisted in establishing standards, monitoring job performance for accuracy, timeliness, procedural protocol, and compliance with regulatory requirements specific to the department, with the purpose of identifying performance issues and potential training needs.
- Analyzed departmental data to create reports on both individual and group performance according to established standards and documented business processes.
- Provided employees with knowledge and skills for their current and future job performance through job specific, technical, and soft skills training.
- Partnered with employees to identify areas of improvement and well as implement development plan with manager for coaching opportunities.
- Played a key role in the implementation of Witness system, assisting with the configuration documentation, creating evaluation forms, test scripts, assigning business rules, properties, and performed end user testing facilitation.
- Granted administrative access to Witness system to assist with any issues, changes, or request.
- Assisted with special projects and assignments as designated.

Quality Review Specialist

Delta Corporation - 2008 – 2011

- Responsible for auditing the data entry of patients information for accuracy.
- Submitted reports to the Director of Revenue Cycle in regards to missing charges and incorrect charges.
- Responsible for posting payments, adjustments and refunds to insurances and patients from the time frame.
- Quality review Working in a call center providing service to business owners Customer retention.
- Performed same duties as listed above for QCS Auditor.
- Appointed to interim lead role for the second party review unit.
- Independently complete second party reviews on income maintenance programs achieving over 90% accuracy rate.

Education

Associate In Science In Management