

ROBERT SMITH

Senior Account Representative Lead

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

SUMMARY

Seeking challenging opportunity within your company by motivating in order to maintain customer satisfaction and contribute to the company success. Reliable and driven with strong time management and prioritization abilities.

CORE COMPETENCIES

Microsoft Office, Customer Service, Coaching, BANKING, Relationship Management, 10, Sales Support.

PROFESSIONAL EXPERIENCE

Senior Account Representative Lead

ABC Corporation - 2004 – 2009

Key Deliverables:

- Oversee the facilitation of insurance reimbursement from third party payers.
- Supervise the reduction of accounts receivables by ensuring timely claims processing and appeals.
- Foster relationships with management at numerous insurance companies which aids in prompt payment collection.
- Work in partnership with contracts department to ensure proper billing rates are being utilized.
- Develop spreadsheet programs which assemble essential expenditure information.
- Assist in the development of a business operations policy to ensure department uniformity in account billing and collection.
- Interface with project managers, IT engineers, and senior management to resolve database issues.

Senior Account Representative

ABC Corporation - 2001 – 2004

Key Deliverables:

- Call Center Representative responsible for meeting all call and performance standards established by the company while maintaining performance records and reports of the team Arrange for debt repayment or establish repayment schedules, based on customers financial situations.
- Locate and notify customers of delinquent accounts by mail, telephone, or personal visits to solicit payment.
- Advise customers of necessary actions and strategies for debt repayment.
- Persuade customers to pay amounts due on credit accounts, damage claims, or nonpayable checks, or to return merchandise.
- Confer with customers by telephone or in person to determine reasons for overdue payments and to review the terms of sales, service, or credit contracts.

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- and monitor overdue accounts, using computers and a variety of automated systems.
- Locate.

EDUCATION

Healthcare Administration - 2007(DeVry University)

