
Billing Specialist ~ Administrative Assistant

5+ years of experience as a Medical Coding and Billing Specialist including 4 years of experience as a Pharmacy Assistant

Administration	Office Management	Inventory Control	Facilities Management	Training & Development
Medical Billing	Pharmacy Assistance	Customer Service	Secretarial Services	Effective Problem Resolution
Patient Relations	Research and Analysis	Legal Assistance	Record Management	Communication Skills
Correspondence	Liaison/Public Relations	Procurement/MIS	Payment Posting	Operations Management
Budgeting/MIS	Statutory Compliance	Time Management	Orders Management	Account Management

PERFORMANCE MILESTONES

- Named department Team Lead at Target.
 - Possess court credential for Spanish to English translation.
 - Actively involved in preparing & submitting U.S. Immigration forms schedule appointments.
 - Reduced outstanding accounts receivable by 25% within six months.
 - Used MIS reporting system to inform management of revenues received from insurance companies
 - Received bonuses for contributions to Cost Saving Committee" Received bonuses for contributions to Cost Saving Committee.
 - Conducted 'budget' analysis and utilized findings for designing customized strategies to enhance customer services.
 - Nominated as an "Incident Controller" to respond to the crisis within the shortest possible time, and guide the staff to handle the crisis in safe & effective manner.
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CAREER PROGRESSION

Pharmacy assistance, [REDACTED]

- Develop plan to ensure proper machinery temperatures, restock all food avenue and supplies.
- Accountable for selling Floor (Restock Inventory).
- Develop and implement many new ideas of administrative procedure for saving time.

Billing Assistant, [REDACTED]

- Drive initiative in appealing for Medical Necessities to Insurance Companies.
- Actively involve in abstracting demo information from ADT system for billing purposes.
- Effectively handle the customers in a very patient manner, thereby ensuring excellent customer service and satisfaction.
- Process patient's billing, statements, reimbursement claims, post transaction and data.

Gastroenterology Center

- Responsible for updating records for current and old patients.
- Assume responsibility for posting payments received by insurance and patients.
- Gear the activities to maintain monthly financial records.
- Associate closely in filing to Reclaim worth of previously lost revenue in Misfiled Claims.
- Maintain the patient's information, reports, income reports and statistics while balancing the daily schedule.
- Prepare records of accounting, reports of registration, results of investigation etc.
- Ensure work deliverances and constant improvement in quality through taking feedback from clients and putting it across to the concerned team leaders to enhance the work quality.
- Guide & mentor the team of five personnel in handling Medical Claims and submit the same to the Insurance Companies in a timely manner.

Legal Assistant/ Secretary,

- Organize various training sessions for the team to enhance their performance.
- Perform actions with speed and accuracy, ensuring all transactions were recorded and processed correctly.
- Streamline the filing system to ensure safety, security, and easy retrieval.
- Establish plan to maintain incoming and outgoing mail.

Data Entry/Billing,

- Suggest new mail code system, which reduced filling errors and increased timely delivery.
- Solely responsible for data entry and new account data.
- Resolve customer/ client queries and issues with regard to bills.
- Team leader for sending out monthly statements of accounts.
- Assist customers regarding customer service accounts.

EDUCATION

- "Pharmacy Assistant, Northern Virginia Community College, 2005"
- Medical Management, Northern Virginia Community College, 2004"
- M.A. in International Business, Universidad Rafael Landivar, Guatemala, 2002"
- Universidad Rafael Landicar, Guatemala, Guatemala) 1995-2002
- Associates in International Business
- Bachelors in International Business

References and verifying documentation furnished upon request