

**Account Receivable ~ Store Management ~ Receptionist ~  
Admitting Counselor ~ Authorization Coordinator**

**10+ years' rich experience** in Authorization Coordination, Claims Documentation, Sales, and Store Operations etc. An articulate and people-friendly person, well versed in interfacing with customers and handling Public Relations. Proven expertise in attaining service deliverables & customer satisfaction and experienced in improvement in efficiency of operations. Consistent performer with strong track record in generating substantial cost economies in stores/logistics operations. Rich exposure to all aspects of Accounts Receivable, Medical Billing Office Procedures/practices, data entry, auditing, statutory compliance, MIS with solid planning and organizational skills. Core strengths in assessing training needs and arranging training sessions to keep skill-level of the men up-to-date with company standards. Excellent man-management, time management, and leadership skills.

**PROFESSIONAL VALUE OFFERED**

Stores Management	Claim Management	Authorization Coordination	Sales Management
Accounts Receivable	Front Office Management	Benefit Investigation	Medical Billing
Facilities Management	Reimbursement/Insurance	Admitting Counseling	Mailing Management
Administration	Communication Skills	Database Management	Analytical Skills

**PERFORMANCE MILESTONES**

- Won "Employee of the Month" award for November for perfect attendance and excellence in work while at M/s Volta Service Group.
- Drove the efforts to define problems, collect data, establish fact, draw valid conclusions, design, implement and manage appropriate resolution.
- Implemented the concept of MIS reporting to update the Management on regular basis.
- Conducted 'SWOT' analysis and utilized findings for designing customized strategies to enhance customer services.
- Recommended new stocking system, which reduced stocking time by four hours a week.
- Reduced projected store losses by 40%.

**CAREER PROGRESSION**

**Contingent Worker for Theracom**, CSI Companies (a CVS Caremark Company), Inc., Feb 2010 – May 2010

- Accomplished responsibility for managing benefits investigation and determining the cost to the patient for certain high cost prescription medications after receiving insurance information, patient demographics, and doctor's order.
- Handled management of facilities/infrastructure to ensure cost effective workability.

**Second Assistant Store Manager**, Yankee Candle Company, 2008 – 2010

**Sales Associate**, Yankee Candle Company, Sep 2007 – Dec 2007

- Associated closely in the management and leadership of Yankee candle store.
- Closely monitored daily sales performance, maintain store facilities, Cash Transaction, Restocking and upkeep of products etc.
- Drawn up plan to ensure safety and security for guests and staff.
- Accountable for crafting cash reports and merchandise orders.
- Responsible for material receipt, inspection, preservation, and issue of the materials.

- Analyzed, investigated, and resolved inventory discrepancies identified through section inputs and daily cycle count procedures.
- Organized various training sessions for the team to enhance their performance.
- Drawn up plan to ensure that all co. standards in every aspect of operations are adhered to at all times.
- Developed Vendors and negotiated with them to supply the best qualitative products on most competitive prices.

**Authorization Specialist**, Roberts Home Medical, 2005 – 2007

**Claims Documentation Representative**, Roberts Home Medical, 2000 – 2005

- Responsible for obtaining medical documentation and pricing information to forward to insurance companies and state agencies i.e. Medicaid for obtaining of prior authorization of products and services provided.
- Actively involved in receiving documents for medical claims and appeals through company filing/imaging for preparing them for mailing to various insurance companies.
- Drove the initiative to examine documents for accuracy and completeness.
- Judiciously reviewed documentation for proper coding and billing reimbursement codes.
- Proactively contributed in changes to system and manual billing processes.
- Created & sustained a dynamic environment to foster development opportunities & motivates high performance amongst team members.
- Ensured maintenance of clean & green work ambience for hygiene and aesthetic appeals.
- Systematically maintained personal/Leave records of all employees, Service books.

**Temporary to Hire**, Volta Services Group, 1998 – 1999

**Temporary work**, Telesec Corestaff, 1996 – 1998

**Temporary work**, Yankee Candle inc., 1998 (holiday season)

**Temporary work**, University of Maine, 1991 – 1992

- Earned rich experience in answering and directing calls, copying, faxing, ordering supplies, planning corporate parties, filing, preparing presentations, office organization, and other general office work.
- Entrusted with the onus of maintaining conference room/meeting calendars, making correspondence and organizing various meeting for the Management.
- Played pivotal role to accurately enter information into database(s) and establish/maintain resource files on programs and products.
- Assumed responsibility to maintain routine records regarding visitor and telephone activity.

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## EDUCATION

- Paralegal Certificate, Georgetown University – 1998
- Thomas University – 1993 - 1995
- Bachelor in Arts in Political and Social Science, University of Maine at Farmington – 1993

## TRAINING/CERTIFICATIONS

- NDC Code
  - Lexus – Nexus
  - Citrix, Kronos
  - ICD 9 Codes & HIPPA
  - Microsoft Office Certificate – 2004
  - Customer service and sales
  - Med University Certificate in DME products and services and customer relations
  - Windows 7/ Mac OS X Word Perfect 2000 Microsoft Office Suite
  - Insurance verification / Benefit Investigation technique
  - Medicare Medicaid and other insurance regulations
  - Visual planning via plan-o-gram for maximum visual and sales benefit
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**References and Verifying Documentation Furnished upon Request**