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Call Center Management

Hired and trained call center agents to effectively call homeowners to explain benefits of renewable energy and schedule an appointment for our representatives to go to home for a presentation and quote. Created scripts for agents to use to make calls. Roll played with agents to help them become more effective in their conversation with homeowners. Assisted agents with objections from homeowners.

Administrative & Customer Service

- Excellent ability to multi-task and stay focused on completion of projects; handled multi-line telephones; data entry of new accounts; entered daily revenue received into computer system; provided reception for telephone and walk-in customers.
- Experience in working in a variety of office and work environments; able to quickly identify the work culture and adapt to fit in.
- Versed in office procedures. Instructed employees and management in the operation of computer system.
- Dedicated to providing my employer with the utmost respect and profitability for their business.
- Trusted by employer to resolve issues and complaints. Knowledge and training in investigative techniques for finding people, businesses and assets.
- Ability to listen to customer to help them get the best resolution.
- Call center experience and predictive dialer experience.
- **Almost 30 years of providing outstanding customer service.**

Medical Office Support

- Performance of full range of financial, registration and administrative support duties associated with patient admission and related activities.
- Knowledge of federal and state payor requirements, including Medicare, DSHS, L&I, HMO and PPO Contracts.
- Knowledge of insurance contract information, authorization guidelines and notification procedures.
- Accurately collected recorded and distributed patient demographic and financial information via computer.
- Knowledge of hospital financial options and payment alternatives, and insurance requirements.
- Ability to communicate effectively, verbally and in writing, and to maintain strict confidentiality of information
- Verified and obtained authorizations and referrals for outpatient services, and coordinated

payment arrangements with patients for outpatient hospital and medical services rendered, to include accepting cash payments, and financial counseling of patients to include charity assistance and DSHS applications.

- Knowledge of insurances and privacy/confidentiality practices, as well the patient registration process.
- Skilled in medical terminology, medical office procedures and appropriate billing procedures.
- Knowledge of ICD/CPT codes for medical diagnosis and procedures for billing purposes.
- Trained in HIPPA laws pertaining to patient confidentiality for records and handling of documents.
- Trained in chart maintenance. Admission/Discharge of patients. Ordering lab orders for physicians/nurses. Answering patient call lights. Assisting nurses with paging/calling doctors. Ordering of medical supplies as needed.
- Trained in Star, Cerner, and ACIS and E Clinical Works.
- **Call center experience.**

Education & Training

<p>Pierce College HONOR GRADUATE</p>	<p>Associate Degree, Medical Secretary Certificate, Medical Billing Specialist Certificate, Medical Office Assistant Perfect Attendance Award</p>	<p>2003-2004</p>
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Employment History

<p>American Solar Fund San Diego, CA</p>	<p>Call Center/Telemarketing Manager</p>	<p>2016</p>
<p>Sunlight Solar Inc San Diego, CA</p>	<p>Call Center/Telemarketing Manager</p>	<p>2015-2016</p>
<p>Self Employed San Diego, CA</p>	<p>Call Center Agent</p>	<p>2014-2015</p>
<p>Kalispell Reg Med Center Kalispell, MT</p>	<p>Medical Billing/Claims Specialist Patient Account Rep II</p>	<p>2013</p>
<p>Franciscan Health Systems Tacoma, WA</p>	<p>Finance Office/Scheduling Coordinator/ Pre-Registrar/Patient Admissions</p>	<p>2009-2013</p>
<p>Merlin Information Services Kalispell, MT</p>	<p>Skiptracer</p>	<p>2007-2008</p>
<p>Franciscan Health Systems St. Joseph Medical Center</p>	<p>Health Unit Coordinator/ Medical Secretary</p>	<p>2004-2007</p>

Tacoma, WA