

A self-disciplined and technically acute health care professional with solid knowledge and experience in using medical software and billing systems and managing documentation. Effective in verifying all requisite charge information and processing refund requests. Skilled in providing friendly customer service by ensuring timely assistance. Proficient in providing comprehensive administrative support by resolving administrative problems. **Core competencies include:**

- Medical Terminology & Coding
- IDX Term and Web
- STAR Software
- PeopleSoft
- StaffWare
- MS Office Suite & MS Outlook
- Medical Records
- Cash Posting & Billing
- Insurance Claims
- ICD-10
- Refunds Processing
- Information Security

## Education & Training

**Medical Billing and Accounting Degree** – CENTRAL PIEDMONT COMMUNITY COLLEGE | Charlotte, NC

**Certified Professional Coder**  
**ICD-10 Certification**

## Professional Experience

**FL Systems, Fort Lauderdale, FL**

**Refunds Specialist, 2000 to Present**

- Review and analyze refund requests for completeness against the Central Billing Office Quality Assurance standards.
- Submit refund requests to the Director of Billing Operations for approval.
- Compile and send the necessary documentation to the accountants for refund check processing.
- Provide feedback to ensure the accuracy of patient account information, resulting in a reduction of customer work files and acceleration of reimbursement process.
- Train new hires and staff on system use, processes, and regulations; create departmental training manuals.

**FL Systems, Fort Lauderdale, FL**

**Cash Posting Specialist, 1999 to 2000**

- Ensured that all account payments and adjustments were applied accurately; researched reconciliation discrepancies.
- Reconciled and conducted research on misapplied payments and NSF checks.

**FL Systems, Fort Lauderdale, FL**

**Receptionist (Family Practice), 1995 to 1999**

- Answered incoming calls by providing requested information and assistance.
- Provided administration support by resolving administrative problems, scheduling appointments for faculty physicians, and organized meetings, and travel arrangements.
- Purchased department supplies and ensured proper inventory control.

**FL Systems, Fort Lauderdale, FL**

**Medical Records Clerk, 1994 to 1995**

- Obtained discharge information from nursing stations; conducted a review of medical charts for correct chart orders.
- Organized and maintained medical records; filed all the records in accordance with medical records number.
- Retrieved and delivered charts to all departments within the hospital.

### OTHER EXPERIENCE:

Trinity Group Home – Residential Level III Counselor, 2004 to 2006

Belk Service Center – Sales Representative, 1986 to 1994