

Professional Summary

Document Control Specialist experienced in storing, managing, and maintaining company and project documents while ensuring accuracy and quality. Process documents for revision and approval, organize documents from conception to distribution and filing, and create systems to be used to train staff on document control processes. Growth mindset and willing to help team move business forward with any task. Care Attendant providing services to customers, and ensuring customer needs are met. Maintained well-supplied stock room. Excellent communication and interpersonal skills. Compassionate, with focus on delivering excellent customer service. Highly organized and capable of performing many different tasks. Empathetic Care Worker with sensitivity and energy required to provide a trusting, stimulating and varied lifestyle for the resident. Offer enhanced care with flexible learning approach for patients. Experience in hospital and in-home settings providing guidance and encouragement to patients through physical and emotional support. Highly motivated and positive individual with great organizational and communication skills. Customer service master and efficient problem solver. Deftly manage administrative functions of the practice. Provide thorough answers and solutions and provide an exceptional customer experience.

Skills

- Outpatient surgery coding specialist
- Patient medical histories
- Certified Medical Administrative Specialist
- Educating medical patients
- Supporting medical patients
- Patient engagement
- Patient-focused quality service
- Following up with patients
- Medical insurance
- Patient data privacy
- Medical terminology understanding
- Supporting patients
- Outpatient care
- Patient privacy
- Patient diagnosis
- Patient documentation
- Hospital inpatient and outpatient records
- Medical bill auditing
- Current medical card
- Customer service specialist
- Data entry specialist

Work History

Medical Patient Specialist

09/2019 to Current

Meduit – Charlotte, North Carolina

- Interacted and communicated easily with department personnel and public
- Reviewed charts and flagged incomplete or inaccurate information
- Used classification manuals to gain additional knowledge of disease and diagnoses processes
- Researched and compiled statistical data to support cost control and care improvement initiatives
- Maintained accuracy, completeness and security for medical records and health information
- Identified new methods to optimize medical records management
- Managed system conversion and maintained minimal downtime during updates
- Kept accurate log of all requests for medical information and records
- Communicated effectively with staff, patients and insurance companies by email and telephone
- Developed exceptional attendance record with special attention to punctuality and preparation to work upon arrival

Healthcare Representative

08/2019 to 09/2019

Concentrix – Charlotte, North Carolina

- Identified prospects' needs and developed appropriate responses along with information on fitting products and services
- Performed cold-calling and follow-ups with leads to secure new revenue
- Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings
- Conducted on-site product demonstrations to highlight features, answer customer questions and redirect concerns toward positive aspects
- Serviced existing accounts on regular basis to maximize revenue

Data Entry

07/2019 to 09/2019

Conduent – Charlotte, North Carolina

- Kept optimal quality levels to prevent critical errors and support team performance targets
- Corrected any data entry error to prevent later issues such as duplication or data degradation
- Evaluated source documents to locate information needed for each data entry field
- Managed documents by organizing forms, making photocopies, filing records, preparing correspondence and creating reports
- Entered numerical data into databases with speed and accuracy using 10-key pad
- Increased data-entry productivity by maintaining detailed logs of data projects, identifying issues and improving them
- Obtained scanned records and uploaded into database

Customer Care Support II

01/2019 to 06/2019

Convergys Corporation – Charlotte, North Carolina

- Resolved conflicts and negotiated agreements between parties in order to reach win-win solutions to disagreements and clarify misunderstandings
- Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance
- Worked with angry customers to understand requirements and provide exceptional great customer service
- Worked with customers to resolve major problems, improve operations and provide exceptional customer service

Sales Floor Associate

09/2017 to 06/2018

Walmart Inc – Indian Trail, NC

- Coordinated efficient restocking of sales floor with current merchandise and accurate signage for current promotions
- Protected purchase items with proper bagging and wrapping to prevent damage
- Pursued resolutions to achieve complete satisfaction, including tracking down hard-to-find merchandise at diverse locations
- Offered each customer top-notch, personal service and polite support to boost sales and customer satisfaction
- Balanced and organized cash register by handling cash, counting change and storing coupons
- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers
- Refunded payments for returned items, processed exchanges and offered store credit to achieve customer satisfaction
- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise
- Greeted customers, helped locate merchandise and suggested suitable options

Education

High School Diploma

06/2017

Anson High School - Wadesboro, NC