

Britney Holden

OBJECTIVE

One who is friendly, reliable, outgoing, and responsible. Grasps concepts well and is a quick eager learner. Has the ability to perform physical activities and tasks given.

REFERENCES

Ashley Driver 919.801.3472

Lashawn Maddix 919.648.9593

ADDRESS

844 Trinity Church Rd,
Louisburg NC 27549

PHONE

984.295.0901

EMAIL

Britney.holden2@icloud.com

EXPERIENCE

SEP 2016-JUNE 2020

Customer Representative | Xerox/Conduent

Worked in a call center setting assisting all varieties of customers. CVS Caremark was the client and we also worked with a variety of different companies. Provided the upmost service regarding Medicare health benefits & insurance policies, ran multiple computer programs at once while multi-tasking. I was also promoted to the Senior Team, where I would assist usual representatives with members. I gained knowledge with health-related topics as well as Medicare coverage.

JUN 2020-APR2022

Intake Triage Coordinator | TrialCard

Inputting patients' information, making sure everything is up to date. Creating patient profile, sending/receiving faxes from doctors office. Inputting ICD-10 codes.

MAY2022-OCT2022

Case Manager | Mckesson

Prior-Authorizations, Communicate w/ patients, providers & insurance payers via telephone & email. Verify Patient's Insurance Coverage. Receive inbound and outbound calls from Patients and Insurance Carriers.

OCT2022-Present

PSA | FastMed

Greeting patients upon arrival and promptly answering incoming calls, gathering information to determine callers' needs and provide resolutions. Guiding patient in registration processes, including verification of insurance. Utilizing patient queuing process to ensure that patients and families are well informed of waiting times and to provide the most efficient visit possible. Assisting with patient feedback collection. Accurately recording charges and payments to support patient billing, and preparing the daily deposit & reconciliation log

EDUCATION

2015 - LOUISBURG HIGH SCHOOL GRADUATE

2015 - VANCE GRANVILLE COMMUNITY COLLEGE

July 2022-Pending - VANCE GRANVILLE COMMUNITY COLLEGE

MAJOR: MEDICAL OFFICE ADMINISTRATION

MAJOR : NURSE AIDE I

SKILLS & ABILITIES

Excellent Customer Service (Experience: 5+ years), maintains well under pressure, skilled multitasker, gets along well with others, strong communication skills, awesome empathizer, and great conflict solving skills.

REWARDS

While working for Conduent, I received a promotion to the Senior Team on behalf of great customer service, and leadership skills. Unexpected raises due to hard work and dedication.