

Betty Rudd

1700 29th Street Ensley ▪ Birmingham, AL 35208 ▪ 256-409-6871 ▪ Bjocie43@gmail.com

PROFESSIONAL PROFILE

Customer service oriented professional with 2+ years of business ownership experience. Able to provide timely and accurate data to ensure reimbursement for patient services and communicate effectively with co-workers, patients, and staff. Follows policies, procedures, and guidelines to ensure quality.

- Shows sound judgment and good decision making when dealing with problems.
- Manages time and priorities in multitask environments.
- Microsoft Office Applications - MS Excel, MS Word, MS PowerPoint.
- Typing Speed: 75 WPM.

KEY QUALIFICATIONS

Medical Practice Management Systems ▪ Medical Terminology ▪ Medical Records ▪ HIPAA Compliance
Insurance Verification ▪ Insurance Claim Processing ▪ Reimbursement Processing ▪ Revenue Cycle Management
Medicare / Medicaid ▪ Government Payers ▪ Third Party Payers ▪ CPT & ICD-10 Coding ▪ Medical Billing
Medical Office ▪ Medical Administrative ▪ Patient Registration ▪ Data Entry

EDUCATION

Ultimate Medical Academy | Associate of Science Degree / Health Sciences - Medical Office and Billing Specialist, 2021
Ultimate Medical Academy | HIPAA Essentials for Healthcare Professionals Certificate

PROFESSIONAL EXPERIENCE

- **Hallcon - Birmingham Alabama**
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- **March 4 2023- present**
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- **District Manager: David Willard**
- **Phone number 913/379/0907**
- **Position: Driver**
- **Description: To transport railroad crew to their destination (to transport crew to or from roundhouse or Hotel to train, and assists rail conductor with transportation to build a train**
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Paparazzi Jewelry / All Smilez - Opelika, AL

10/2018

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Present

Small Business Owner / Retail Sales / Customer Service

- Answer inbound phone calls and customer questions, complete requests for online orders, and compute sales prices.

- Total purchases, accept and process payments, describe merchandise, handle cash, and document returns and inventory.
- Stay aware of promotions, resolve customer complaints, and set up live shows and boots at various events.

VOLUNTEER EXPERIENCE

Diamond Princess - Opelika, AL

04/2017 - Present

Volunteer

- Mentor girls ages 8-13 years old each month and assemble boxes of donations to hand out.
- Visit nursing homes and provide encouragement to young women.

Assisted Living for Veterans - Smiths, AL

04/2009 - 05/2009

Volunteer Caregiver

- Assisted patients with dressing and grooming and monitored medication intake.
- Prepared meals and snacks and assisted with going to physician appointments.