

ROBERT SMITH

Office Secretary/Executive Secretary

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An opportunity to express how my skill set could contribute to the successful day-to-day running of your company. I have 4 combining years of experience in a Health Care and Law Office setting and 8 years in a general office and public relations setting. Also demonstrating the ability to provide exceptional support and service; for a broad-range of staff, clients and consumers. I have a strong work ethic, professional demeanor and great initiative.

NOVEMBER 2009 - SEPTEMBER 2012

OFFICE SECRETARY/EXECUTIVE SECRETARY - ABC CORPORATION

- Managing daily office operations and maintenance of equipment, preparing folders and maintaining accurate records for all clients and staff.
- Organizing charts regularly in accordance with agency policy and procedures.
- Providing efficient customer service to clients and staff.
- Assisting in all areas of administrative work including data entry, receptionist duties, file organization, research and development.
- Demonstrates proficiency in telephone, e-mail, fax and front-desk reception within a high-volume environment.
- Preparing a monthly report for records, closed terminated records, completing final audit of charts and insured that all documentation has been received and filed.
- Improving office organization by compiling quarterly client reports, yearly employee evaluations and vaccination reports, yearly recertification reminders, organizing charts and company data reports using Microsoft Excel, Word and Office functions.

2004 - 2009

OFFICE SECRETARY - ABC CORPORATION

- Handled third party billing claims including medical insurance payments, adjusted claims, and claim issues and verification with all health coverages and claims regarding the care the company provided for the patients.
- Data entry for all patient files, including adding insurance companies into the system, answering phones, handling bill calls and customer care issues.
- Experience with Medical Manager.
- Typed 1500 forms by hand on typewriter.
- Developed understanding of diagnosis codes required for billing and the terminology, typed adjustment forms & appeals for claims, patient invoices, and business invoices.
- Filed all claims and old accounts that were no longer active as well as researched old claims when requested as an audit from an insurance company

or from an attorney for a case.

- Handled all collection cases, assisted office attorney with claims and bills for the patients in collection, as well as attended court with attorney when needed to represent the company..

EDUCATION

Certificate - (Vance Granville Community College - Henderson, NC)

SKILLS

Medical Terminology, Office Administration, Server, Receptionist, Microsoft Office.