

JENNIFER MCNEIL

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CORE SKILLS



Administrative Support



Customer Service



Billing / Coding



Needs Analysis



Process Improvement



Financial Reporting



Payables / Receivables



Cost Containment



Client Relations



Recruitment / Selection



Training / Development



Performance Reviews



Team Building



PROFILE

Results-driven, resourceful professional with solid management and hands-on experience in customer service, billing support, and coding within fast-paced, client-focused environments. Combines excellent written, verbal, and interpersonal communication skills, with the ability to collaborate effectively with diverse individuals. Creative problem solver able to identify root causes and resolve concerns expeditiously. Adept in handling difficult situations with tact and diplomacy. Technically proficient in MS Office, Portal Infranet, Peregrine, and Eclipse customer management and billing applications. Pursuing Certificate in Physician's Medical Bill Coding through the *Academy of American Coders*.

PROFESSIONAL EXPERIENCE

ABC CHIROPRACTIC, Columbus, Ohio (2004-2005)

Front Desk / Billing Clerk

- Performed administrative, billing, and customer service functions within a busy office with more than 100 patients seen daily, and a team of 8 support staff and 3 chiropractors.
- Created daily sales and management reports, reconciled receipts, processed invoices, and fielded insurance related concerns.
- Trained new support staff to ensure compliance with internal and regulatory guidelines.

Key Contributions:

- Increased cash flow, decreased administrative burdens, and improved efficiencies upon implementing a new process to collect co-pays prior to rather than post-treatment.

COLUMBUS BANK, Columbus, Ohio (2001-2003)

Retention Advisor

- Responded to more than 85 incoming customer service calls per day, effectively assessed client needs, and resolved issues promptly to promote retention.

Key Contributions:

- Communicated with a diverse group of banking customers while skillfully addressing issues and executing solutions with professionalism and diplomacy.

NOLAN ENTERPRISES, San Diego, California (1998-2001)

Customer Service & Billing Support Manager (2000-2001)

- Promoted to evaluate existing personnel, processes, and systems, identify gaps and redundancies, and restructure operations to drive achievement of desired metrics.
- Conducted periodic performance reviews, coached team to facilitate ongoing development, and served as a mediator in resolving employee conflicts.
- Handled disciplinary, termination, and lay-off proceedings with tact and professionalism.

Key Contributions:

- Worked closely with HR department to upgrade job descriptions, outline compensation recommendations, and establish a customer service and billing cross-training program.
- Selected to troubleshoot difficult accounts while providing training to staff in curtailing, negotiating, and resolving escalated customer service issues.
- Implemented an improved filing system to uphold confidentiality of sensitive data.

PROFESSIONAL EXPERIENCE (CONTINUED)**NOLAN ENTERPRISES (CONTINUED)***Team Lead (1999-2000)*

- Recruited, trained, and led a five-person team in providing exemplary service to clients, decreasing call time resolution, and driving achievement of retention goals.
- Partnered with the Customer Service Manager to develop an Intranet user guide.

Key Contributions:

- Increased productivity, reduced operational losses, and cut refund processing time in half, by responding to issues in a timely manner and garnering approval authorization.
- Assisted in outlining needs during customization of Peregrine call tracking system.

Senior Billing Support (1998-1999)

- Established a sound operating infrastructure involving developing policies, procedures, training programs, job descriptions, and individual accountabilities.
- Fielded customer service inquiries, resolved billing disputes, and prepared requisitions.

DESIGN, INC., Los Angeles, California (1996-1998)*Client Service Associate*

- Maintained complete and accurate financial records and reports encompassing payroll, bank statements, accounts payables, accounts receivables, and the general ledger.
- Managed credit card disputes, charge backs, and all other customer billing issues.

Key Contributions:

- Recovered \$10,000 in previously uncollected revenue upon developing and implementing a system to identify past due receivables in a timely manner.

XYZ CORP., San Francisco, California (1994-1996)*Efficiency Consultant*

- Liaised between internal and external stakeholders to implement new multi-phase quality control process, and ensure project deliverables and metrics were achieved.

Key Contributions:

- Garnered a reputation as the “go-to” person when results were needed, based on product expertise, customer service acumen, and the ability to communicate with diverse groups.
- Reduced costs 15% and supported new product development and release efforts, upon designing a new system to dramatically streamline the fulfillment process.

EDUCATION**STATE COLLEGE, Columbus, Ohio***Completed Three Years Towards B.A. in Fine Arts***PROFESSIONAL DEVELOPMENT****ACADEMY OF AMERICAN CODERS***Pursuing Certificate in Physician's Medical Bill Coding***REFERENCES PROVIDED UPON REQUEST**