

Erica Jones

Care Customer Service Representative

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LinkedIn

Patient-Focused Health Care Customer Service Representative

Dedicated professional with three years of experience assisting patients with billing inquiries, insurance verification, and appointment scheduling. Adept at handling confidential information and improving patient experiences.

Professional Experience

Healthcare Customer Service Representative

XYZ Medical Center | City, ST |
April 2022 - Present

- Scheduled 50+ patient appointments daily, optimizing the provider schedule and reducing wait times by 25%
- Process insurance claims and verify coverage, minimizing billing discrepancies
- Assisted patients with account inquiries, improving overall patient satisfaction scores by 15%

Front Desk Associate

ABC Clinic | City, ST | August 2020
- April 2022

- Greeted patients and coordinated check-ins, ensuring smooth office operations
- Educated patients on billing procedures and payment plans, reducing late payments by 20%
- Maintained compliance with HIPAA regulations while managing patient records

Key Skills

- Medical billing and coding
- Insurance verification
- HIPAA compliance
- Appointment scheduling
- Patient education and support

Education

Associate Degree in Health Care Administration

Community College of Denver | May 2020