



Experienced Administrative Professional with over 15 years in healthcare administration, specializing in claims analysis and customer service. Skilled in Microsoft Works and Windows environments, with a proven track record of claims accuracy and reducing processing errors. Expert in managing office operations, preparing documents, data entry, and maintaining tracking systems. Ability to foster strong, collaborative working relationships while efficiently supporting staff with office operations and delivering exceptional customer service. Committed to upholding policy compliance and championing cultural diversity in all interactions.

Skills

- Process Improvement
- Data Entry
- Insurance Claims
- Organizational Skills
- Insurance Verification
- Claims Analysis
- Customer Service
- Problem Solving
- Teamwork
- Communication Skills
- Attention to Detail
- Time Management

Education

Workman's Compensation in
Claims Processing
On The Job Training, Memorial Hermann
Hospital System

- Gained extensive hands-on experience in processing and managing workers' compensation claims.
- Developed strong skills in data entry, claims verification, and coverage analysis to ensure timely and accurate benefits.

Work History

November 2015 -
April 2016

Claims Analyst

Manhattan Life Insurance, Houston, TX

- Enhanced claims accuracy by 30% through efficient data entry and complex claim analysis to improve internal workflows and maintain compliance, ultimately improving overall quality of service.
- Resolved client inquiries and reimbursement issues efficiently, ensuring timely service and fostering trust, which is essential for maintaining positive relationships and smooth operations.
- Streamlined administrative processes, reducing errors by 25% which ensured resources and services reached clients without delays or mistakes.

September 2007 -
November 2009

Claims Analyst

Coventry Health Care, Houston, TX

- Verified and reprocessed claims, ensuring accuracy in policyholder benefits, emphasizing attention to detail and ability to manage and process important documentation.
- Managed multiple accounts, improving processing efficiency by 20%, which is essential for streamlining office operations and managing workloads.
- Assisted clients and staff with inquiries, providing clear communication and support to improve service quality, demonstrating solid people skills and ability to settle issues effectively.

February 2004 -
February 2014

Customer Service Representative

Healthcare Administration Services, Houston, TX

- Mastered new technologies and implemented a digital tracking system to enhance workflow efficiency, reducing claim resolution time by 20%.
- Focused on maintaining 100% accuracy and supporting the team in critical administrative processes.

- Reprocessed and corrected documentation as needed, proving commitment to accuracy and high service standards.
- Streamlined administrative processes, improved efficiency by 20%, and enhanced client satisfaction, showcasing ability to identify inefficiencies and ensure smoother operation to deliver better service outcomes.
- Provided empathetic support to clients and staff, ensuring clear communication and resolving inquiries, which was vital to fostering positive day-to-day office interactions where everyone felt understood and valued.