

Experience

Joint Ventures Physical Therapy & Fitness, Boston, MA

Billing Specialist

April 2019- Present

- Verify insurance coverage and benefits prior to patients' first appointments.
- Follow up with patients regarding lapse of coverage and eligibility.
- Monitor patient accounts to assure the proper authorizations and referrals have been obtained.
- Receive, sort, and distribute mail from insurance carriers and HRA accounts.
- Manage communications with external companies to facilitate the proper verification of out of state insurance benefits.
- Train new hires on the billing practices of the company.
- Oversee all accounts for patients with within my scope.

Administrative Assistant

January 2018-March 2019

- Greet patients and assist them with scheduling needs.
- Maintain the schedule for physical therapists as well as independent contractors' schedules.
- Explain insurance benefits and requirements to patients.
- Answer phone calls and direct questions to the appropriate resource.
- Obtain insurance authorizations for patients as needed.
- Organize the office and maintain an efficient filing system within the office.
- Assist the clinic manager in scheduling and overseeing maintenance and building repairs.

Pini's Pizzeria, Somerville, MA

Manager (2015-2018)

September 2009 – March 2018

- Greeted customers and assist them through the ordering process.
- Managed an experienced staff of 12.
- Balanced daily cash, credit cards and online orders.
- Proficiently handled and resolved customer service issues with orders and any miscommunication.
- Coordinated and communicated with online ordering services to assure a uniform ordering process.
- Ensured all customers are satisfied with their orders and services received.
- Submitted a daily sales report to the restaurant owner.
- Responsible for opening and closing the restaurant.

Education

Bunker Hill Community College, Charlestown, MA

Associates Degree of Criminal Justice

December 2018

Cumulative GPA: 3.36

Somerville High School, Somerville, Ma

Graduated

June 2013

Skills

Highly proficient in Microsoft Excel, Word, PowerPoint, Outlook, Theraoffice and Prism POS Systems.

Activities

Criminal Justice Society, Bunker Hill Community College, Charleston, MA Fall 2018

- Met bi-weekly to discuss the criminal justice program at the college and which guest speakers would be beneficial.

Somerville Youth Softball, Somerville, Ma

Assistant coach

- Helped create a line-up, kept score book and records for each game.
- Ran drills and helped improve the players' techniques.