

JASMINE WALKER

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OBJECTIVE

I'm eager to secure a challenging position within customer service, pharmacy, office administration, and/or a management role. In my next role, I'm aiming to collaborate with dynamic teams to develop and execute projects that will enhance brand visibility and customer engagement. I'm excited to contribute my strategic thinking and innovative ideas to create compelling narratives that resonate with target audiences and elevate brand positioning in the competitive landscape.

SKILLS & ABILITIES

I'm proficient in Communication, Interpersonal communication, Leadership, Customer service, Problem solving, Active listening, Computer literacy, Transferable skills, Collaboration, 10-Key, ICD-9/ICD-10 coding, FMLA, payroll, scheduling, willingness to learn, teamwork, Yardi, Nice, Genesys Workspace, Excel, Microsoft word, Nitro, Microsoft Teams, Outlook, Rx Reading, medical terminology, IRIS, Script Med, Email and live chat, WebEx, outbound/inbound calling, 5+ years of Work From home experience.

EXPERIENCE

UNITEDHEALTH GROUP Billing Representative

Feb. 2022-Present

Responsible for Inbound/Outbound calls. Working with Collections and billing team to correct claims, adjust incorrect claims, sending patient statements, processing collection stages, and process payments via credit cards and ACH. Knowledgeable in 10-key, ICD-10 Codes, medical terminology, Rx reading, Genesys software, Excel, Microsoft word, Nitro, Microsoft Teams, and Outlook

UNITEDHEALTH GROUP PATIENT CARE COORDINATOR

Nov. 2018- Feb. 2022

Inbound and Outbound Customer Service Representative. Responsible for home Delivery for patients' medications, as well as office-based deliveries to patients Dr.'s office. Must maintain weekly and monthly goals within phone service abilities and surveys through voice of the customer. Fluent with the CSR system IRIS and Script Med.

KNOAH SOLUTIONS ONLINE LEASING AGENT

DEC. 2017- FEB. 2019

Online Leasing agent. Responding to customers in a timely manner via phone, email, and live chat online. Assisting with helping prospects find the apartment home they are seeking for within our 250+ communities. Maintaining 350 productivity minutes and reaching daily/weekly goals. Knowledgeable on CSR programs Yardi, Chat Live, and WebEx.

PORTOFINO BEACH INN HOTEL CLERK SUPERVISOR

OCT. 2016- DEC. 2017

Responsible for Opening/night shift. Greeting and helping guest check-in and check-out. Attending to all guests' needs in a timely manner. Maintaining guest log and daily reports. Cleaning and replenishing lobby area and fridge.

DONOVAN CORRECTIONAL FACILITY CORRECTIONAL OFFICER

JAN. 2015-DEC. 2017

Responsible for Opening shift. Making sure all inmates get to and from the courtyard and back to the cell. Maintaining head counts, daily reports, and field days. Making sure to report any health incidents, breakouts, fights, or crimes committed. Bunk and cell checks performed twice a week, as well as visit watch.

ACCOUNT REPRESENTATIVE MONTEREY FINANCIAL

NOV. 2016-APRIL 2017

Started as an inbound Account Rep. taking 90+ calls per day. Then became an Account Rep. 1 taking inbound/outbound calls 165+ calls per day. Maintaining a mode of assigned accounts between 300-500 accounts. Main responsibility was educating the customer on keeping their account current and up to date. While also teaching the possibility of getting negative/credit reporting if not. Also, how taking payments and starting monthly auto drafts can help maintain a positive account.

EDUCATION**THUNDERBIRD YOUTH ACADEMY, PRYOR, OK**

HS DIPLOMA/GED

Graduated on the Commandant's list with a 4.12 GPA.

USC, LOS ANGELES, CA

BACHELOR'S IN CRIMINAL JUSTICE - ASSOCIATE IN FORENSIC SCIENCE

Graduated with a 3.67 GPA

REFERENCES

Available Upon Request