

Gloria Curtis

Dallas, GA

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Authorized to work in the US for any employer

Work Experience

Claims Specialist

Sagility Healthcare-Dallas, GA

December 2023 to Present

Manages and processes medical insurance claims. Validates the information on all medical claims received, reviews/assesses, and ensures that there is no missing or incomplete information, and remits payment to the doctor if a claim is covered by the patient's insurance policy.

Receive and review and process up to 100 medical Aetna claims a day. Review policy to determine how to process the claim.

Proficiency in Microsoft Office Suite, particularly Excel; familiarity with medical terminology, CPT and ICD-10 coding, electronic billing, and HIPAA regulations

Mail Specialist

Zelis Healthcare-Atlanta, GA

December 2022 to December 2023

Retrieves and sorts mail, including packages by client, department and category

Delivers mail to correct department or recipient

Forwards mail to clients

Prepares documents and other items for shipping

Weighs mail and calculates correct postage

Uses postage meter machines

Fills out mailing labels, including researching proper country codes for international mail and regional zip codes for domestic mail

Records arrival of mail

Tracks packages and records arrival of mail

Maintains records of mail volume, package weights, and shipping costs

Maintains inventory of mailroom supplies

Operates office equipment

Disposes of junk mail

Maintain awareness of and ensure adherence to the organization's standards regarding privacy

Systems uses are beachware and rims to lookup patient information. Print labels with DYMO and mail out at the end of day..

Tier 1 sales agent (contract)

Connexion Point,-Atlanta, GA

June 2022 to December 2022

- Have to Meet sales goals and other key performance indicators including call handle time, cancellation rate, conversion ratio, and quality scores.

- Provide consultative services to our Medicare population, enrolling into healthcare plans that meet their needs.
- Maintain a positive attitude

Mailroom Clerk

Exela Technologies-El Paso, TX

February 2022 to June 2022

- Perform various Mail Centre activities (sorting, metering, folding, inserting delivery, pickup, scanning, etc.)
- Lift heavy boxes, files, or paper when needed.
- Maintain the highest levels of customer care while demonstrating a friendly and cooperative attitude.
- Operating mailing, copy, or scanning equipment & Shipping & Receiving.
- Handle time-sensitive material like confidential, urgent packages.
- Scanning incoming mail to recipients.
- Identify charges and match them to billing & Sort and deliver mail, small packages.
- Classify scanned mail
- sorted mail, scanned and classified
- when classifying mail i had to determine if it was Medicare or red, black or white document

Funds control specialist (contract)

ADP-El Paso, TX

September 2021 to January 2022

- Handled email, service request from clients. assisted in payroll
- Serve as a subject matter expert in handling routine client requests for ADP clients
- Resolve routine customer concerns with pre-defined solutions
- Answer non-technical questions regarding ADP products
- Provide consultation and help answer non-technical questions supporting less-experienced specialists on the team
- Learn and navigate ADP systems in order to respond to issues
- Systems used Ceh, siebel, Tops, Fts, outlook

Case Manager for Hyundai (contract)

CSS Corp-El Paso, TX

May 2021 to September 2021

Made outbound and received inbound calls from customers Waiting for Hyundai products to come in Send follow-ups to reach out to customers and dealership for updates send emails out Did reimbursements.

Contact Trace Investigator (contract)

City of El Paso fire-El Paso, TX

August 2020 to April 2021

Provide active contact trace investigation and surveillance for COVID-19. Involves: Conduct interviews and investigations via telephone with positive COVID-19 patients and all confirmed contacts found to have been exposed through the contact tracing process in accordance with Department of Public Health (DPH) performance standards. Adhere to all scripts, policies and procedures provided by the DPH. Provide general education on signs, symptoms, and procedures. Contact and monitor via telephone confirmed exposures on a routine basis. Compile and distribute negative test result notification to the public. Enter data into the program's management information system. Establish and maintain relationships with local health care agencies, health care providers, laboratories, correctional facilities and other organizations to facilitate screening, diagnosis/treatment and reporting. Document case management activities and conduct updates daily. Maintain confidentiality in all aspects of duties. Perform related duties as required.

Programs used redcap, fix, outlook, encrypting emails

CSR - Customer Service Representative (contract)

MAXIMUS FEDERAL SERVICE-El Paso, TX

February 2020 to August 2020

The Census Survey Specialists (Customer Service Representative / CSR) working on the CQA program will assist the public by researching and responding to frequently asked questions regarding the completion of the 2020 US Census forms.

Read off a script verbatim and documented the customer information. Provided basic census information

CSR Beauty Adviser

FULLBEAUTY Brands-El Paso, TX

May 2016 to January 2020

Receives inbound calls 50 to 75 a day for merchandise and credit card services. Assists customers in product selections and orders by suggesting related products. Communicate with customers to create a friendly and fun online shopping experience. Accurately key customer orders and answers customer inquiries. Maintains product knowledge and expertise by attending ongoing training, reading product updates and business related memo's and materials. Take payments with sensitive information.

Transporter/Driver

Franklin Heights Nursing and Rehab/ CNA-El Paso, TX

December 2015 to February 2016

Responsibilities

Providing transportation to patients from the facility to scheduled appointments while providing continuous observation, interaction, and role modeling to the patients and maintaining safety at all times. Made residents doctors appointments, gathered the demographics, current labs, progress reports for all appointments. Utilized Communication, driving and listening skills.

Certified Nursing Assistant

CNA-El Paso, TX

May 2015 to November 2015

Responsibilities

Ensures the medical provider's orders are implemented. Coordinated health care needs of patients with other staff members. Performed record keeping functions in accordance with clinic policies and procedures. Obtains medical histories and completed necessary paperwork on all patients including vital signs. Ensured medical problems were referred to the Physician, and/or NP/PA.

Office Manager

Colbert Ball Tax Service-El Paso, TX

January 2012 to May 2015

Supervised 5 personnel on the preparation of income tax filing. Responded quickly and effectively to the needs and inquiries of both customers and team members.

Resolved issues in accordance with company policies. Managed customer scheduling and directed customer flow. Trained, developed and review staff performance. Distributed important tax information received from the IRS while preserving the confidentiality of sensitive data. Processed payroll, maintained a positive attitude towards customers and peers.

Education

High School Diploma

Central High School - Scottsdale, AZ

Certification

Vista College - El Paso, TX

Associate in Business Administration

Vista College - El Paso, TX

Skills

- Microsoft Windows
- CRM software
- Help Desk
- Salesforce
- SAP ERP
- Microsoft Office
- Customer relationship management
- Cash handling
- Cpr training
- Avaya
- Technical Support
- Encryption
- Publishing
- Baking
- Lotus notes
- Analysis skills
- Mechanical knowledge
- Live chat
- Epic
- Network Support
- 40 wpm
- Maintenance
- Payroll accounting
- ERP systems
- Hotel experience
- Typing
- Human resources
- Social media management
- Computer Networking
- SFTP
- Medical terminology
- Time management
- Human resources management
- Intake
- CSR

- Powerpoint
- Client services
- Training
- Microsoft Windows Server
- Customer service
- Hospitality
- Financial services
- Accounting
- Interviewing
- Adobe Acrobat
- Documentation review
- LAN
- Active Directory
- Ms powerpoint
- Assembly
- Cpr
- Warehouse experience
- E-commerce
- Allscripts
- Ms excel
- Payroll
- Accounts payable
- HRIS
- HubSpot
- Call Center
- Kronos
- Filing
- Microsoft Access
- Excel
- Cleaning
- SharePoint
- General ledger
- ServiceNow
- Software troubleshooting
- Microsoft SQL Server
- Adobe Creative Suite
- Sales Experience
- Heavy lifting
- Information security
- OSHA

- Keyboarding
- Customer Support
- Customer Care
- Desktop publishing
- Operations
- IT

Certifications and Licenses

CNA

CPA

Enrolled Agent

Driver's License

Additional Information

SKILLS:

- Data Processing, MS Word Computerized Automated
 - Computer-Lotus notes Accounting
 - Database, MS Access Production and Operations
 - Publications Management
 - Accounting Payroll Accounting
 - Business Ethics Principles of Management
 - Office Procedures Human Resources Management
 - Desktop Publishing, MS powerpoint Windows
 - Microcomputer general Ledger System MS Excel
 - Keyboarding 40 WPM First Aid/CPR training Customer Service, Customer Focus, Bedside Manner, Physical Fitness, Verbal Communication, Listening, Documentation Skills, Decision Making, Patient Services, Health Care Administration, Health Promotion and Maintenance scheduling
- Word Processing, Supply Chain Experience, Sales Experience, Logistics, Negotiation, Typing, Order Entry