

Latesha Scott

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Professional Summary

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve corporate goals.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative II

Kaiser Permanente-Atlanta, GA
July 2017 to Present

Represents Health Plan by answering and documenting all incoming contacts to determine their nature and to respond to complex calls related to specialized product lines or queues.

Responds professionally to inquiries from internal/external customers.

Initiates contact with the appropriate Health Plan, medical group and facility personnel to obtain information relevant to the concern or inquiry as needed.

Evaluates data to determine and implement the appropriate course of action to resolve the complaint and/or coordinate service recovery.

Documents conversations with members according to procedure.

Follows established procedures to meet customer/member needs.

Data Entry

Wipro-Atlanta, GA
October 2016 to June 2017

Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.

Processes Provider and Group source documents by reviewing data for deficiencies resolving discrepancies by using standard procedures or returning incomplete documents to the team lead for resolutions. Contributes to team efforts by accomplishing related results as needed

Medical Claim Processor

Teleperformance-Augusta, GA
June 2014 to August 2016

Entered claims into computer utilizing knowledge of CPT, ICD-9 codes and medical terminology.

Managed and processed insurance claims.

Answered inquiries from providers on the subjects of claims, eligibility, covered benefits and approval status issues.

Call Center Representative

Sitel-Augusta, GA
November 2013 to May 2014

Fulfilled request by clarifying desired information; completing transaction, and forwarding request.
Resolve problems by identifying issues, researching and exploring answers and alternative solutions; implementing solutions; and escalating unresolved problems.
Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishment.

Medical File Clerk

Kaiser Permanente-Atlanta, GA
January 2005 to July 2005

Initiates the medical record by creating and processing the patient care record folder.
Gathers patient information by collecting demographic information from a variety of sources and inputting in medical data systems
Serves and protects the hospital community by adhering to professionals standards, hospital policies and procedures, federal, state, and local requirements.

Education

MEDICAL BILLING AND CODING (Diploma and Health Administration)

HERZING COLLEGE-Atlanta, GA
October 2004 to July 2005

Trade school

High school diploma or GED

Skills

- Supervising experience
- Spanish
- Office experience
- Dealership experience
- JD Edwards
- Hospitality
- Customer service
- Plastics injection molding
- Calipers
- RF scanner
- Medical coding
- Windows
- ERP systems
- Cash register
- Materials handling
- Security
- Microsoft Dynamics 365
- Warehouse management system

- Heavy lifting
- Debits & credits
- Phone etiquette
- Programmable logic controllers
- Shipping & receiving
- Computer networking
- Moving
- Freight
- Merchandising
- Warehouse experience
- Budgeting
- Lean manufacturing
- Warehouse management
- Distribution center
- Maintenance
- POS
- Microsoft Project
- Kitchen experience
- Data analysis skills
- Organizational skills (5 years)
- Detailing
- MRP
- Microsoft Outlook
- Logistics
- CCTV
- Time management
- ICD-9
- Preventative maintenance
- Medical terminology
- Construction
- Cleaning
- Cash handling
- Reach truck
- Materials management
- Guest services
- Management
- Revenue cycle management
- Training & development
- Continuous improvement
- SQL

- Data collection
- Computer literacy
- Inventory management
- Commercial cleaning
- Box truck
- Communication skills
- Sales
- Planograms
- Order fulfillment
- Negotiation
- Medical records
- Writing skills (10+ years)
- CGMP
- Leadership
- Analysis skills
- Computer skills
- Retail sales
- Data entry
- Van driver
- Forklift
- Analytics
- Bilingual
- Typing
- Lean
- Stocking
- Mechanical knowledge
- English
- Transportation management systems
- Microsoft Word (10+ years)
- Valet parking
- Custodial experience
- Microsoft Powerpoint (10+ years)
- Quality control
- Data warehouse
- Interviewing
- IT
- Microsoft Office (10+ years)
- Conflict management
- First aid

Certifications and Licenses

Forklift Certification

CPR Certification

Non-CDL Class C