

# Miriam Cantu-Hernandez

Laredo, TX 78045

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## Professional Summary

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To excel in my field through hard work, research, skills and perseverance.

## Work Experience

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### Office Assistant III

TRASHCO

July 2019 to Present

Office Assistant .Greed customers. Collect monthly fees from the contracted business Answering incoming phones calls Follow daily office protocols.

### United Healthcare Advocate

Omnicare365-Laredo, TX

July 2024 to February 2025

I was an advocate for our DSNP.. I am bilingual.. I enjoyed helping our members. They made my day..

### Medical Receptionist/Front Desk

Dr. Daniel Bell-Laredo, TX

November 2021 to April 2023

I was the Front Desk Receptionist/ Medical Insurance Verifier/ Intake Referral Coordinator..

### Front Desk Receptionist/Administrative Assistant

Dr.Robert Martinez-Laredo, TX

October 2020 to August 2021

My work title was consisted of the following:

Open up the practice in the morning Unforward and forward office line to answering servie. I was the front line person to greed our patients throughout the day. I would answer all inbound calls. Scheduled new patients and gather and input their demographics into the system. Verified all medical insurances prior to patients being checkd inn. Collected private insurance co-payments. Would assist with the preparation of referrals on a as needed basis. Would also assist with checking out of patients on a as needed basis. I have experience with EclinicalWorks EMR.

### Temporary Medical Biller

Dr.Robert Martinez-Laredo, TX

January 2019 to June 2019

I assisted in the Medical Billing and Back log Medical Posting.. My job was temporary until the practice was able to get up to date with all the Medical Billing..

### Full Time Stay Home Mom

Parent Teacher Committee in Finley Elementary School & Washington Middle School

April 2005 to December 2018

I was the president for the Parent Teacher Committee in Finley Elementary School & Washington Middle School. Full time parent volunteer (Elementary, Middle School, High School). Volunteer volleyball & flag football coach.

### **Collector**

Insurance Biller

March 2004 to January 2005

I would bill and appeal Medicaid / Insurance claims. Worked on a weekly remittance and status reports. Make payment arrangements with patients over the phone. Send out past due notices. Would report claim and statuses to my immediate supervisor.

### **Administrative Assistant**

Laredo Sport Medicine Clinic

June 2003 to March 2004

I would answered all incoming calls, Schedule patients for appointments and follow-ups. Verified insurance benefits prior to initial consultation. Pre-certified insurances prior to any hospital admissions, orthopedic appliances that the patients would need and x-rays. Called in patients RX or refills. Assisted in insurance billing an appealing. Worked on Account Payable on a daily basis. Checked on Insurance Claim Status on daily basis. Worked on Documentation of patients charts.

### **Back Office Manager**

Dr. Armando Lopez

May 1998 to May 2002

I assisted Dr. Lopez with minor surgical procedures that were performed in an in office setting. Screened patients daily, according to office protocol. Schedule patients for Siegfried, x-rays and surgical procedures at both Local Hospitals. Verified patients Insurance benefits prior to intial medical consultation. Pre-Certified patients prior to any x-rays or surgeries ordered. Called in Home Health Services to our patients, as well as referred them to other state and local programs for medical services. As a Back Office Manager, it was my duty to fully train new office staff employees to the best of my knowledge and to manage 5 employees accordingly to office protocol. I would hold weekly meeting to catch up with any update on patients and other issues in the office, including discussions on how to improve service to our patients in a more efficient way. Always making sure a back up plan was in place in case of unscheduled procedures and surgeries was always very critical to our office. Educating patients on how to prevent kidney stones, urinary tract infections, bladder spasm and other Urological problems. I was in charge of typing daily patient reports to patients that had been seen by the doctor. I was in charge if calling in Rx for patients and refills. Another one of my duties was to keep an inventory for all medical and office supplies and re-order when necessary.

## **Education**

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### **Basics in Nursing**

Laredo Community College - Laredo, TX

January 2004 to February 2006

### **High School Diploma**

Nixon High School - Laredo, TX

August 1985 to May 1989

## **Skills**

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- Administrative experience
- Bilingual
- Time management

- Front desk
- Office manager experience
- Phone etiquette
- Customer service
- Medical office experience
- Microsoft Excel
- Nurse Assistant
- Third Party Collections
- Windows, Power Point, Excel
- Networks
- 10 Key Calculator
- Fax Machine & Copy Machine
- Switch Board
- Answering Phones
- Typing (30 WPM)
- Customer Service
- Filing
- Communication
- Fluent in Spanish and English

- Marketing
- Medical terminology
- Medicare
- Clerical experience
- Microsoft Office
- Medisoft Software (2 years)
- Spanish
- Medical records
- Management
- Computer skills
- Office experience
- Organizational skills
- Eclinicalworks
- CPT coding
- Data entry
- Organisational skills
- Medical collection
- Communication skills
- English