

John Doe

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Career Summary

- Claims Analyst expert with approximately *2 years of experience*
- *Diversified experience* with reviewing initial claims for providers, insurance agencies, and long-term care; denied claims; adjudication processes; random file reviews; and audits
- *Technologically savvy*: Claims related software (customer databases, claims processing, claims management programs), MS Word, PowerPoint, and Outlook
- Fluent in *Spanish* and English; *skilled interpreter*

Education

B.S., Business Administration (Management) – Minor: Information Systems

Southern Utah University, Cedar City, UT, (April 2019)

Completed 6 credit hours of *Spanish*: Advanced Grammar & Composition, and Accelerated Grammar, Conversation & Reading

Professional Experience

Claims Analyst I, *Optimum Care Insurance*, Salt Lake City, UT (Oct 2015 – Present)

- Examined requests for reimbursement on existing Long-Term Care claims
- Managed a caseload of 175 with regional responsibility of up to 15 states
- Referred all suspected potential fraud cases, after careful consideration and documentation, to supervision for review and further action
- Regional *responsibilities increased* from 5 to 15 states due to demonstrated ability to rapidly learn the complexities of policy parameters and state requirements (Jul 2006)
- Recorded *100% on-time reporting and compliancy rating*

Summer Internship, *Nightingale Health System*, Salt Lake City, UT (Summer 2012 & 2013)

- Analytically reviewed and processed claims received from private insurance carriers and Medicare
- Investigated denied claims for causality by contacting patients and insurance carriers
- Resubmitted claims for payment or billed patients based on investigated information
- Provider Relations Supervisor wrote: *“Robert has exhibited an outstanding grasp of claims processing and the ability to communicate effectively with patients, providers, and insurance carriers. He has indicated an avid interest in pursuing a career in claims, and I am confident he has a long, successful career ahead of him”*