

# Naudia Bell

## Strong Customer Service and Communication Skills

Atlanta, GA

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(504)715-7082

Seeking a fulfilling opportunity within a great and established company that enables to improve my skills, increase my practical experience, fulfill my personal ambitions and expand my knowledge.

Authorized to work in the US for any employer

## Work Experience

### Sortation Associate

Amazon - Atlanta, GA

November 2017 to Present

Received incoming shipments, sort out items according to predefined procedures, and ensure that all packing and labeling activities for outgoing shipments are properly handled

Move picked items to the packing area, ensuring that they are properly and securely packed and labeled with pertinent information

- Worked in a sorting warehouse
- Maintained a safe working environment
- Picked, packed, and shipped items
- Made sure all items were clean
- Staged orders

### Data Entry Specialist

Wipro LTD - Atlanta, GA

December 2015 to October 2019

Enters and maintains provider demographic information changes (tax identification numbers, new addresses, etc.) and resolves identified problems by working with Credentialing Department, Configuration Department, and Utilization Management Department to update system information. Communicates via fax/email with providers quarterly to determine if there are any provider demographic changes.

Maintains tracking/reporting of progress in order to provide status to management.

Has contact with sensitive providers information (HIPAA) Review and comply with the Code of Business Conduct and all applicable company policies and procedures, local, state and federal laws and regulations.

Other duties as assigned.

### Document Prep Specialist

Kelly Services - Atlanta, GA

September 2015 to November 2015

#### Responsibilities

Maintain confidentiality and security of client information per client guidelines.

Prepare documents according to job instructions per each client's specifications.

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- Push boxes loaded with products through taping machine.
- Loads finished boxes onto incline conveyor.
- Understand and follow safety/Food safety (SQF)/Good Manufacturing Practices (GMP) standards at all times.

#### Accomplishments

- Ability to effectively rotate to positions instructed by the Production Specialist on different lines as needed.
- Ability to identify pathogens spread by infected persons handling food such as Hepatitis A, Salmonella typhi, Staphylococcus aureus, etc.
- Maintain timely and regular attendance.

#### Skills Used

- Maintain timely and regular attendance per company policy.
- Willingness to help and support all team members with respect and maintains positive and effective communication with peers, leadership and customers.
- Ability to communicate any food safety concerns to supervisor/management.
- Listens to and follows instructions correctly.
- Demonstrates job related skills in verbal and written communication.
- Accepts accountability and responsibility for one's work.
- Demonstrates high motivation and energy in working with a sense of urgency in critical situations.
- Demonstrates good time management independent of supervision.
- Demonstrates flexibility to work varying hours and shifts, and Occasional to Frequent overtime.

### **Medical Verification/Eligibility Customer Care Specialist**

Aegis Communications Group - Irving, TX

September 2013 to July 2014

Verify and relay insurance coverage

- Document patients' account electronically with verified benefit information
- Serve as a benefit (coverage) liaison between multiple doctor practices and members.
- Receive, document and resolve customer inquiries by using established best practices.
- Educate customers, providers and employers about Humana's products and services.

### **Medical Records and Health Information Specialist**

LA Sleep Diagnostic - Baton Rouge, LA

October 2012 to January 2013

File & retrieve documents upon request by physicians

- Assisted Schedule Coordinator by preparing patients' charts
- Contacted insurance companies, Medicare and Medicaid verifying patients' benefit information
- Created and processed all files, folders, maintaining records by location and ensuring all records are completed before assigned appointment dates

### **Medical Billing and Coding Externship**

Home Health Solutions - Baton Rouge, LA

October 2012 to January 2013

Over 80 hours of on the job training)

- Insurance verifications
- Data entry processing information as needed

Convergys Corporation - Baton Rouge, LA  
May 2006 to November 2006

#### Responsibilities

- Provides basic customer service for a high volume of primarily routine inbound telephone calls with the objective of selling new or additional products and/or services while providing customer satisfaction and retention.
- Interacts with customers and company sales and/or service representatives to handle a variety of functions. May answer billing questions.
- Maintains records of returns, schedule changes, product enhancements or changes, and product pricing. Resolves return credit problems

#### Education

##### **Certificate of Completion in Medical Billing and Coding**

Remington College - Baton Rouge, LA  
February 2012 to October 2012

##### **Associate of Applied Science**

ITT Technical Institute - Baton Rouge, LA  
June 2009 to September 2011

#### Skills

- Excel
- Data Entry
- Data-Entry
- Data Entry Operator
- Typing
- Customer Service
- Word
- Office Equipment (4 years)
- Office Experience (4 years)
- Microsoft Office (10+ years)
- Microsoft Outlook (3 years)
- RF Scanner (2 years)
- Picking and Packing Experience (2 years)