

Ranada Hughes

Medical Office Billing & Coding Specialist

San Jose, CA 95112

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Customer service oriented professional with 3+ years of management experience, capable of ensuring smooth patient flow by providing prompt attention to pulling patient charts and necessary medical records. Gather accurate billing and financial information and review intake materials for accuracy and completeness.

Customer Focused: Demonstrated customer service skills to effectively deal with patients and healthcare providers.

Attention To Detail: Pay close attention to customer interactions and use active listening skills to determine customer needs.

Analyzation & Problem Solving: Ability to utilize analytical and problem-solving skills to resolve issues.

Microsoft Office: MS Word | MS Excel | MS PowerPoint | MS Outlook | MS Access | MS Publisher | MS Teams.

Communication Platforms: Zoom | Skype | Google Meet | Sales Force| Teams| Typing Speed: 40 WPM.

Key Qualifications: Medical Practice Management Systems | Medical Terminology | Medical Records & Scheduling | HIPAA Compliance | Insurance Verification | Insurance Claim Processing| Reimbursement Processing | Revenue Cycle Management | Medicare/ Medicaid Government Payers | Third Party Payers | CPT & ICD-10 Coding | Medical Billing | Medical Office | Medical Administrative | Patient Registration | Data Entry

Authorized to work in the US for any employer

Work Experience

Small Business Owner/Manager

Angels of Faith Cleaning LLC - Phoenix, AZ

December 2020 to Present

- Provide quality customer service to all clients and management of all business services and transactions.
- Perform restocking of all company inventory and complete and verify all data entry and filing of all company records. Hire and train all eligible employees and process all business legal documents and negotiations.
- Manage booking and client membership accounts and all marketing content and social media pages.
- Interview candidates, handle inbound and outbound phone calls, process payroll, and create employee and client schedules.

Manager / Customer Service

Hertz HLE - Oakland, CA

January 2016 to April 2018

- o Management : Open & closing store location, processing of rental contracts for both personal and insurance replacement customers, inventory, management of all business services and transactions, customer retention & escalations, employee schedule management, etc.
- o Customer Service & Sales: Provide quality customer service to all clients, Upsold products and services, provided transportation services, and resolved customer complaints.
- o Office Administration: Filing documents, inventory control, creating and processing of all invoices, data entry, daily summary reporting, answering phones, scheduling clients, etc.

Front End Supervisor / Customer Service

Ross Stores Inc. - Emeryville, CA

July 2015 to January 2016

- o Management & Supervisory: Supervised up to 7 employees, trained new hires, completed inventory reports, accepted payments, and operated cash register. Ensured safety while working closely with management and store protection specialist to control internal and external theft.
- o Customer Service & Customer Relations: Provided exceptional customer service and support handling customer concerns and complaints or asking questions regarding policies and procedures.
- o Retail Merchandising: Processed merchandising markdowns and price changes, inventory receiving, and store merchandise department distribution.

Sales Associate / Customer Service

Sprint by Archtelcom - Henrietta, NY

December 2013 to October 2014

- o Customer Service & Sales: Provided outstanding customer services, Upsold wireless promotional products, accessories, and wireless devices. Performed opening and closing duties, trained new hires, handled customer concerns and complaints or answered customer questions regarding policies and procedures.
- o Team Lead & Administrative Services: Provided daily outbound follow up calls and emails to customers for upcoming promotions and upgrades.
- o Customer Relations & Support: Offered technical support for wireless devices and services, processed insurance claims for customers, and completed inventory reports and daily sales reports.

Retail Cashier / Customer Service

Kohls - Hayward, CA

January 2012 to October 2013

- o Customer Service & Sales: Processed all point-of-sale transactions, handled customer complaints, and provided excellent customer service.
- o Retail & Hospitality: Monitored and provided daily upkeep of fitting rooms and sales floor and accepted payments.

o Merchandising: Completed merchandise markdowns and price changes, handled end of day reports, and upsold credit card services.

Education

Associate of Science degree in Health Sciences of Medical Billing & Coding

Ultimate Medical Academy - Clearwater, FL

June 2020 to March 2022

High school diploma

Adult and Career Services Center - Tampa, FL

May 2018 to May 2018

Skills

- Medical terminology
- Microsoft Excel
- Merchandising
- HIPAA
- POS
- Administrative experience
- Microsoft Office
- Payroll
- Medical office experience
- Data entry
- Sales
- Technical support
- Cleaning
- Medical billing
- Marketing
- Interviewing
- Negotiation
- Microsoft Powerpoint
- Supervising experience
- Medical records
- Microsoft Publisher
- Filing
- Microsoft Word
- Revenue cycle management
- Typing
- CPT coding

- Insurance verification
- Management
- Microsoft Access
- Microsoft Outlook
- Upselling
- Medical coding
- Medicare
- ICD-10
- Cashiering
- Customer service
- Live Chat
- Communication skills
- Hotel experience
- Front desk
- Organizational skills
- Clerical Experience
- Account Management
- Medical Scheduling

Certifications and Licenses

HIPAA Essentials for Healthcare Professionals Certificate

Present

Medical Office Billing and Coding Specialist

March 2022 to Present

Certified Medical Office Billing & Coding Specialist

Assessments

Work style: Reliability — Proficient

October 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Medical receptionist skills — Proficient

October 2022

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

Call center customer service — Proficient

October 2022

Demonstrating customer service skills in a call center setting

Full results: [Proficient](#)

Front desk agent (hotel) — Proficient

September 2022

Selecting hotel rooms based on requests and identifying errors in hotel data

Full results: [Proficient](#)

Case management & social work — Proficient

October 2022

Determining client needs, providing support resources, and collaborating with clients and multidisciplinary teams

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

September 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Customer service — Proficient

June 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

October 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Customer focus & orientation — Proficient

April 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Retail customer service — Proficient

December 2022

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Protecting patient privacy — Proficient

April 2022

Understanding privacy rules and regulations associated with patient records

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.