

4912 Springfield Ct Fairfield CA 94534  
GEORGIA SILVA ~ 1908 LUPIN LN, CERES CA 95307 ~ CELL: 209-602-8964 ~ MSG: 415.527.8053  
Cell

## CAREER OVERVIEW

Exceptional Customer Service Representative. My career focus is Customer Service, focus being Medical Billing, Collections and Physician Credentialing. My customer service skills include industries in Construction, Landscape and Food Hospitality.

## EXPERIENCE

### CLIENT SERVICE CONSULTANT, INTELMED.COM; FREMONT, CA - 2011 - 2013

Responsibilities included claim (UB92 & 1500) insurance follow up for medical accounts receivable which included, self pay collections and coordination of Physician Credentialing. Also focused on new client recruitment.

### CUSTOMER SERVICE, ACROBAT OUTSOURCING; SAN FRANCISCO, CA - 2011 - 2013

Servicing; AT&T Ball Park, SF, VIP Client Suites, Concessionaire/Cashier, Oracle Ball Park, Oakland, Marin Country Club, Berkeley Faculty Club, UCSF Parnassus Food Services and St. Luke's Hospital. Responsibilities include server, cashier, barista, dish, inventory and event set up and break down.

### ADMINISTRATIVE ASST/PROJECT MANAGER, THE RIGHT PEOPLE SF; - 2008- 2008

Project; One Rincon Hill, SF. Responsibilities included main phone intake, payroll, supplies, petty cash, purchasing and inventory control, shipping and receiving for the Heavy Equipment operators, Iron Workers and Glaziers Union. Tasks included maintaining progress photos using the photo shop application, project plan facilitator and coordinator with corporate office in Canada. Processed payroll and expenses for the Iron a Workers and Glaziers. Performed new hire safety orientation.

### CLIENT SERVICE MANAGER, ANESTHESIOLOGY ASSOC. INC. WALNUT CREEK, CA; - 2004 - 2007

Management and Analysis of Accounts Receivable for four Bay Area hospitals; Los Gatos Hospital, Mills Peninsula, Santa Rosa, and Santa Cruz hospital. included day to day activities of patient accounting and physician compensation. Manager of all high level collection and payment plan arrangements and reporting. Prepared and scheduled monthly meetings and preparation of monthly and quarterly analysis. Coordinated pre collections for self pay surgeries including patient deductibles. Coordinated collection strategies with the Billing Director and billing staff for day to day collection policies.

### CLIENT SERVICE MANAGER, UNIVERSITY CALIFORNIA SAN FRANCISCO; 2000 - 2004

Management and Analysis of accounts receivable (managed care and government) for four departments; OB/GYN/IVF, Urology, Cancer Center, Ear Nose & Throat. Primary focus processes on prompt receivable and payment entry. day to day monitoring of contractual insurance carriers of timely payment. (Medicare, Blue Shield, Blue Cross) included monitoring and recovery of bulk under payments and scheduled reimbursement. Hands on, day to day timely claims billing and collections. Daily communications with department heads regarding all avenues of their accounts.

### DIRECTOR, MIS/IT, STANFORD HOSPITAL & CLINICS, MENLO PARK CA; 1991 - 2000

Responsible for Information Technology for a 40-provider, multi-specialty medical clinic. Project Manager for new applications of Stanford Health Care, such as; Accounts Receivable, Appointment Scheduling, Patient Check In/Out, Electronic Medical Record (Lastword) and Lab Order Entry. Project coordinator for Menlo's Y2K team, testing through live period including quality assurance post live review and modifications. Day to day reconciliation of charge and payment entry and computer operations. Coordinated and instructor of a 20 computer station on site training lab. Acting Director of the medical records department of one year. Converted 30,000 alpha medical records to terminal digit filing system.

## EDUCATION

SEQUOIA HIGH, 1977, DIPLOMA ~ UNIVERSITY OF IRON 2012, CERTIFIED TIG WELDER

## SKILLS

Proficient in micro soft suites; Word, Excel, Power Point, excellent typist, attention to detail, scan and indexing, very organized, great listener and team player, 10 key by touch, teaching and preparation of learning material both written and overhead with support of handicapped employees. Supervision of staff.

## REFERENCES

Provided upon request.