



DENNIS S.

VIRTUAL TEAMMATE



SKILLS SUMMARY

- HIPAA Compliance
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

TOOLS

UB-04 (CMS-1450)
Waystar, OfficeAlly, DHCS
Microsoft Office
Google Workspace
OfficeChat
SimplePractice
HospiceMD
Data Soft Logic (Home Health)
Canva
Adobe Creative Suites
Meta Business Suite
Avaya VoIP, Forsta
Slack, Asana, Trello
Zendesk
ChatGPT

PERSONAL PROFILE

Adaptable **Medical VA/Support** with 5+ years in customer service, expert in medical billing, HIPAA, EHR/EMR. Detail-driven, boosting revenue cycles & care!

WORK EXPERIENCE

MEDICAL BILLER

Northeast Solutions Inc | 2024

- Managed 5 accounts, ensuring HIPAA compliance and invoicing.
- Processed 40 claims, analyzing EOBs for timely payments.
- Resolved denials, boosting reimbursements and cutting delays.

GENERAL VIRTUAL ASSISTANT/GRAPHICS DESIGNER

Startup - Fitness & Lifestyle Coach | 2022 - 2024

- Managed client schedules and correspondence, aiding 15+ weekly.
- Created 20 visuals monthly, boosting engagement and growth.
- Delivered reports and data entry, enhancing team workflow.

CUSTOMER SERVICE REPRESENTATIVE

Alorica | 2017 - 2022

- Resolved inquiries quickly, achieving a 95% satisfaction rate.
- Streamlined case tracking, reducing resolution time by 20%.
- Identified recurring issues, improving service quality by 15%.

EDUCATION HISTORY

Saint Peter's College of Tori

- Bachelor in Business Administration | 2012

Certifications

- Medical Virtual Assistant Basics- HIPAA, Scheduling, EHR | 2024
- Digital Marketing, Google | 2022
- Healthcare Services NC 2, TESDA | 2018