

KAREN NGOC VU

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OBJECTIVES

Customer service-oriented team player with three years' experience in healthcare industry brings strong desire to assist people as well as excellent problem-solving skill

EXPERIENCE

Medical assistant/Front desk, Unity Health Clinic- Morrow G.A 30260 (12/2020-Present)

- Knowledge of all medical front-office, billing, collections and ICD10-Coding including diagnosis codes and CPT
- Knowledge of various insurance programs offered by each carrier, medicare guidelines regarding exams that require medical necessity checks
- Handle heavy phone volumes, schedule appointments, answer and refer inquiries.
- Excellent communication and interpersonal skills to effectively obtain required minimum data set from patients with their demographic, insurance information. Verify payors through real-time eligibility and phone
- Superior attention to detail. Verify the accuracy of data entered and correct any errors
- Ability to exercise judgment in taking appropriate actions in emergent situations, comforts patients by anticipating patients' anxieties, answering patients' questions
- Understand and ask pre-screening exam questions to ensure that the patient meet criteria to perform medical tests
- Keeps patient appointments on schedule by notifying providers of patient's arrival, reviewing service delivery compared to schedule, and reminding providers of service delays.
- Knowledge of EMR, Fax, and Email orders
- Obtain revenue by recording and updating financial information, recording and collecting patient charges, controlling credit extended to patients, and filing, collecting, and expediting third-party claims.
- Ability to interact respectfully with co-workers, patients in a professional manner, contributes to team effort by accomplishing related results as needed.
- Protect patients' rights by maintaining confidentiality of medical, personal, and financial information.
- Assist the physician during examinations.
- Collect and prepare laboratory specimens.
- Perform basic laboratory tests.
- Work well under pressure, independent and self motivated.

Pharmacy technician, Saigon Pharmacare- Forest Park, G.A 30297 (12/2015-01/2021)

- Sorting, stocking, labeling medications and monitoring inventory
- Maintaining records by recording and filing the prescriptions and orders of physicians
- Responding to the requests of patients and healthcare providers
- Answering patients questions and referring various inquiries to the pharmacist
- Complying with rules, regulations and procedures to help maintain a clean and safe pharmacy

Sale, T-mobile- Doraville, G.A 30340 (01/2006-12/2015)

- Identify customer needs
- Recommend wireless solutions with regard to price plans, data and other enhanced services, handsets and accessories.
- Negotiate and close deals.
- Utilize solution-based selling techniques to fully demonstrate the value of T-Mobile products and services.

LICENSES AND CERTIFICATIONS

Current CPHT certification through PTCB

Active Georgia pharmacy technician registration

SKILLS & INTERESTS

Skills: Leadership experience, teamwork, active listening, Microsoft Office, basic computer skills

Languages: Bilingual in Vietnamese and English

Interests: Badminton