

# JISOO BARNETT

## BI-LINGUAL MEDICAL BILLING CUSTOMER SERVICE SUPPORT REPRESENTATIVE

### Contact

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Hiring Manager  
HealthCare Solutions Inc.  
Chicago, IL

Dear Hiring Manager,

I am eager to apply for the Bi-Lingual Medical Billing Customer Service Support Representative position at HealthCare Solutions Inc. I bring over five years of solid customer service in medical billing, and I'm ready to tackle this role with enthusiasm and focus.

During my tenure at Health First Medical Group, I efficiently resolved billing queries, building rapport with patients while deftly navigating complex situations, which greatly enhanced patient trust and satisfaction.

I enjoy problem-solving. Daily, I encounter various inquiries about insurance discrepancies. Each conversation teaches me the value of patience and clarity. I sequentially assist patients, ensuring they comprehend their responsibilities while feeling supported.

Additionally, collaborating with my team to refine processes fueled my ambition. I identify roadblocks and suggest solutions, helping others navigate challenges successfully. This teamwork culture genuinely excites me.

I believe that my bilingual skills in Spanish further benefit patients. Effective communication is vital in our field. I have observed how fluency in multiple languages can enhance clarity and comfort during patient interactions. Misunderstandings can cause stress, and it is rewarding to help alleviate that.

I look forward to discussing this opportunity further.

Thanks,

*Jisoo Barnett*

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