

JISOO BARNETT

BI-LINGUAL MEDICAL BILLING CUSTOMER SERVICE SUPPORT REPRESENTATIVE

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STRENGTHS

- 🗨️ **Bilingual Communication**
Successfully bridged gaps between English and Spanish-speaking patients, fostering inclusivity.
- 🕒 **Time Management**
Expertly prioritized tasks from multiple sources, resulting in timely solutions.
- 🔍 **Analytical Problem Solving**
Identified common billing errors and initiated corrective processes proactively.
- ❤️ **Customer Hospitality**
Constantly engaged patients with warmth, making corporate environments welcoming.
- 🛡️ **Compliance Adherence**
Maintained variance-free documentation to align with HIPAA standards rigorously.

SKILLS

Medical Billing Customer Service

Bilingual (English/Spanish)

Problem Solving

HIPAA Compliance

Insurance Claims Data Entry

Call Center Management

Patient Assistance

Conflict Resolution

Billing Inquiry Management

Payment Processing

Coding Review

Communication Skills

SUMMARY

Compassionate and detail-oriented medical billing professional with over five years in customer service roles. Strengthened team dynamics and patient experiences by ensuring each concern is addressed effectively. Leveraged strong bilingual communication skills to assist patients, insurance companies, and internal teams in resolving complex billing inquiries. Proficient in explaining intricate billing processes clearly and professionally, while simultaneously managing multiple tasks efficiently. Seeking to enhance healthcare services further at HealthCare Solutions Inc. through dedicated support and a genuine commitment to patient care.

EXPERIENCE

Billing Support Specialist

Health First Medical Group 📅 January 2023 - Present 📍 Aurora, IL

Focused on providing comprehensive support for billing issues, facilitating clear communication between patients and insurance providers. Handled inbound and outbound calls efficiently, responding to a wide variety of billing inquiries and helping streamline complicated processes.

- Assisted patients in understanding complex billing inquiries, contributing to enhanced client trust.
- Managed a high volume of calls daily addressing medical claims-related questions.
- Collaborated closely with cross-functional teams to improve overall billing processes.
- Documented all interactions diligently to ensure compliance with HIPAA guidelines.

Customer Service Representative

Carewell Solutions 📅 June 2021 - December 2022 📍 Bolingbrook, IL

Responsible for guiding patients through their billing queries and actively promoting understanding of insurance policies. Developed problem-solving strategies to address recurring issues identified through various interactions.

- Enhanced patient satisfaction by aiding in clarity regarding their medical bills.
- Tracked and reported ongoing billing challenges to optimize operations.
- Adhered strictly to HIPAA regulations during all customer engagements.
- Educated patients on insurance claim processes to prevent confusion.

Medical Billing Intern

City Health Clinic 📅 September 2019 - May 2021 📍 Oak Brook, IL

Supported billing operations by processing payments and aiding in the submission of claims. Developed familiarity with coding errors and the way they can affect billing accuracy and patient accounts.

- Processed payments smoothly, contributing to improved cash flow management.
- Resolved coding issues impacting billing timelines, enhancing efficiency.
- Actively engaged with patients, providing a reassuring presence during inquiries.
- Worked closely with staff to understand systems and streamline administrative tasks.

LEADERSHIP & AWARDS

- Employee of the Month - Health First Medical Group, August 2025
- Best Customer Service Award - Carewell Solutions, June 2022

EDUCATION

Bachelor's Degree in Health Administration

Workflow Optimization

Multi-tasking

LANGUAGES

English Native

Spanish Native

MY CAREER



● Billing Support Specialist at Health First Medical Group (3.4 Years)

● Customer Service Representative at Carewell Solutions (1.5 Years)

● Medical Billing Intern at City Health Clinic (1.7 Years)

University of Illinois 🎓 GPA: 3.6 📅 2019 📍 Champaign, IL

Coursework: Health Care Systems, Health Policy Analysis, Financial Management, Patient Care Ethics

CERTIFICATIONS

- Certified Medical Billing Specialist (CMBS) 📅 2020
- HIPAA Compliance Certification 📅 2021

TECHNICAL SKILLS

- **Billing Software:** Medisoft, AdvancedMD, Kareo
- **Communication Tools:** Microsoft Teams, Zoom, Slack
- **Data Management:** Excel, Access, Google Sheets
- **Healthcare Regulations:** CMS Guidelines, HIPAA Standards, ACA Requirements
- **Medical Coding:** ICD-10, CPT, HCPCS
- **Insurance Verification Tools:** AVS, Zirmed, TriZetto
- **EHR Systems:** Epic, Cerner, eClinicalWorks
- **Customer Relationship Management:** Salesforce, Goldmine, Zoho
- **Financial Reporting Tools:** QuickBooks, Sage, FreshBooks
- **Training Platforms:** Skillshare, Udemy, LinkedIn Learning

PROFESSIONAL AFFILIATIONS

- Member, American Association of Healthcare Administrators
- Volunteer, Community Health Programs

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST