

# Magdalena Pope

## Medical Billing Specialist

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### STRENGTHS

-  **Organizational Skills**  
Consistently streamlined the data entry presentation making workflow easy for the team.
-  **Attention to Detail**  
Recognized for coding precision that reduced intake errors, receiving praise from supervisors.
-  **Commitment to Teams**  
Cultivated strong stakeholder relationships, earning a reputation as a reliable team player who drives success.
-  **Client-Centric Approach**  
Received client feedback commending empathetic handling of sensitive billing matters, increasing client retention.
-  **Adaptive Learning**  
Proactively familiarized with evolving billing software, quickly adapting to improve accuracy.

### SKILLS

- Medical Billing
- Claims Processing
- Time Management
- Client Relations
- Regulatory Compliance
- Billing Software Proficiency
- Accuracy Verification
- Financial Documentation
- Insurance Liaison
- Process Improvement
- Record Keeping
- Data Analysis
- Communication Skills
- Team Collaboration
- Problem Solving

### SUMMARY

Detail-oriented Medical Billing Specialist with over two years in billing and coding for healthcare services. Expertise includes managing billing processes, resolving claims issues, and ensuring compliance with medical billing regulations. Strong organizational and time management skills complement the ability to work effectively both independently and as part of a team. Proven track record of improving billing operations through effective communication and troubleshooting skills. Passionate about delivering high-quality service and enhancing financial outcomes for healthcare organizations while cultivating positive client relationships.

### EXPERIENCE

#### Medical Billing Assistant

University Medical Center  June 2025 - Present  Chicago, IL

- Support billing cycles by utilizing medical billing protocols and collaborating across teams. Focused on submitting accurate claims administration and maintaining compliance with current regulations.
- Spearheaded submission of over 500 medical claims monthly, enhancing regulatory compliance and accuracy in billing.
  - Developed payment plans that improved collection rates by 15% within six months, leading to increased revenue.
  - Resolved claim denials collaboratively with insurance providers, reducing outstanding claims by 20%.
  - Maintained comprehensive records of all billing transactions, streamlining audit process efficiency.
  - Trained new staff on software procedures, building a capable billing team.
  - Contributed to developing a streamlined protocol which improved processing times by 30%.

#### Billing Intern

Healthcare Billing Solutions  January 2025 - May 2025  Evanston, IL

- Engaged in hands-on experiences in medical billing processes, contributing directly to practice improvement initiatives.
- Assisted in the preparation and submission of medical claims following HIPAA regulations.
  - Participated in weekly strategy meetings, impacting improvement schedules for claim resolutions.
  - Conducted detailed research on billing practices, aiding in development of effective training materials.
  - Supported creation of payment plans for clients, boosting satisfaction and financial transparency.
  - Tracked claim statuses for timely follow-up with insurers, enabling efficient processing.
  - Gained valuable experience using billing software, enhancing efficiency in claims management.

### LEADERSHIP & AWARDS

- Dean's List, University of Illinois at Chicago, 2024-2026
- Volunteer Recognition at Community Health Fair, 2025

### EDUCATION

#### Bachelor's Degree in Health Information Management

University of Illinois at Chicago  GPA: 3.9  2026  Chicago, IL

**Coursework:** Health Data Management, Coding Systems, Insurance and Reimbursement Policies, Healthcare Compliance

### CERTIFICATIONS

- Certified Medical Billing Specialist (CMBS)  2026
- Certified Professional Coder (CPC)  2026

LANGUAGES

|         |            |
|---------|------------|
| English | Native     |
| Spanish | Proficient |

MY CAREER



- Medical Billing Assistant at University Medical Center (1.1 Years)
- Billing Intern at Healthcare Billing Solutions (4 Months)

TECHNICAL SKILLS

- **Medical Billing Software:** Medisoft, AdvancedMD, Kareo
- **Billing Standards & Guidelines:** HIPAA, CMS, ICD-10
- **Payment Management Tools:** PayPal, Square, Stripe
- **Record Management Systems:** Epic, Cerner, McKesson
- **Data Analysis Tools:** Excel, Tableau, SAS
- **Project Management Tools:** Asana, Trello, Monday.com
- **Communication Platforms:** Slack, Microsoft Teams, Zoom
- **Compliance Training Programs:** OIG Compliance, AHIMA Coding Ethics, NHA Certification
- **Client Management Systems:** Salesforce, Zoho, HubSpot
- **Documentation Standards:** SOAP Notes, HITECH Act, GDPR

PROFESSIONAL AFFILIATIONS

- Member of Health Information Management Association, 2024-2026
- Active Volunteer at Community Health Fair, 2025

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST