



# Magdalena Pope

📞 (312) 555-1234 ✉️ magdalena.pope@email.com

🌐 linkedin.com/in/magdalena-pope 📍 1234 Elm Street, Chicago, IL 60601

## 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

June 2025 - Present

University Medical Center

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

January 2025 - May 2025

Healthcare Billing Solutions

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

2026

University of Illinois at Chicago GPA: 3.9

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

## 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

**SKILLS**

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

**PROFESSIONAL AFFILIATIONS**

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

**LANGUAGES**

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- English (Native)
- Spanish (Proficient)

**ADDITIONAL INFORMATION**

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

**REFERENCES**

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AVAILABLE ON REQUEST