

Lucy Kulkarni

Remote Medical Billing Assistant

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STRENGTHS

-  **Communication Skills**
Cultivated relationships across departments, leading to improved team dynamics and project outcomes.
-  **Adaptability**
Successfully navigated changes in insurance protocols and technology advancements without disruption.
-  **Customer Focus**
Consistently prioritized client needs, earning trust and recognition from coworkers and stakeholders.
-  **Problem-Solving Abilities**
Leveraged analytical thinking when addressing claim disputes, ensuring quick resolutions for patient satisfaction.
-  **Organizational Skills**
Implemented efficient scheduling techniques and process improvements that enhanced operational effectiveness.

SKILLS

- Medical Billing Scheduling
- Microsoft Office
- Medical Terminology
- HIPAA Compliance
- Customer Service
- Claim Processing Detail-Oriented
- Remote Work Proficiency

LANGUAGES

- English Native
- Spanish Intermediate

SUMMARY

Detail-oriented professional with over 2 years in medical billing and scheduling environments, skilled in processing claims, maintaining patient records, and delivering excellent customer service. Gained comprehensive knowledge of medical terminology, coding, and HIPAA regulations, supported by proficiency in various billing software and Microsoft Office Suite. Thrives in fast-paced remote settings, managing multiple tasks while ensuring compliance and maintaining accuracy. Eager to contribute organizational skills and healthcare operational knowledge for continued success.

EDUCATION

Bachelor's Degree in Healthcare Administration
University of California, Los Angeles  GPA: 3.8  2026  Los Angeles, CA
Coursework: Healthcare Policy, Medical Terminology, Medical Coding, Healthcare Management

TECHNICAL SKILLS

- Billing Software:** Medisoft, AdvancedMD, Kareo
- Documentation Tools:** Microsoft Word, Google Docs, Notion
- Spreadsheet Applications:** Microsoft Excel, Google Sheets, Zoho Sheet
- Communications Platforms:** Zoom, Microsoft Teams, Slack
- Data Analysis Tools:** Tableau, SPSS, Google Analytics
- Record Management Systems:** Epic, Cerner, Meditech
- Time Management Software:** Trello, Asana, Monday.com
- Project Management Tools:** JIRA, Basecamp, Smartsheet
- Compliance Tracking:** CompliantX, HIPAASoft, CQI
- Training Platforms:** LinkedIn Learning, Coursera, Skillshare

EXPERIENCE

- Medical Billing Intern**
University Project  August 2025 – June 2026  Los Angeles, CA
- Supported a team focused on the intricacies of medical billing within a practical internship framework. Directly engaged with claims processing, patient interactions, and system documentation, while ensuring adherence to industry standards and regulatory requirements.
- Processed and submitted over 150 medical claims to various insurance companies, ensuring accurate and timely reimbursement.
 - Verified patients' insurance coverage, securing necessary authorizations to facilitate seamless billing procedures.
 - Collaborated with providers to rectify billing discrepancies, achieving a notable improvement in claim approval rates.
 - Maintained organized and up-to-date patient records, preserving strict compliance with HIPAA guidelines.
 - Scheduled appointments efficiently for clients, working closely with healthcare professionals to enhance patient care.
 - Developed a detailed report identifying billing errors, which highlighted key areas for process improvements.

Healthcare Scheduling Assistant
University Research Lab  August 2024 – May 2025  Los Angeles, CA

A collaborative role dedicated to optimizing healthcare scheduling processes using effective communication strategies with both patients and providers. Focused on data analysis to drive operational enhancements and improve client relations.

MY CAREER



- Medical Billing Intern at University Project (10 Months)
- Healthcare Scheduling Assistant at University Research Lab (9 Months)

- Managed patient appointment schedules, improving coordination between clients and healthcare professionals.
- Researched billing practices extensively, presenting insights aimed at refining scheduling methodologies within the lab.
- Utilized medical billing software that ensured precision in entering patient data and efficient billing workflows.
- Participated in virtual consultations, allowing for better understanding of client expectations, boosting satisfaction metrics.
- Coordinated training sessions for peers about software updates, enabling overall enhancement in team capabilities.
- Generated insightful reports regarding appointment trends, helping guide strategies for increasing patient accessibility.

LEADERSHIP & AWARDS

- Dean's List, University of California, Los Angeles - 2025
- Healthcare Innovation Challenge, 2nd Place - 2025

CERTIFICATIONS

- Certified Medical Billing Specialist (CMBS) 📅 2026
- Basic Life Support Certification 📅 2025

PROFESSIONAL AFFILIATIONS

- Member, Healthcare Administration Club, UCLA
- Volunteer, Local Health Clinic

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST