

Patricia "Tricia" Wiley

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Summary

I'm a well-organized team player with the ability to plan, schedule and coordinate multiple objectives to achieve project goals. My skills include typing 35 wpm, 10 key by touch, and excellent phone etiquette. I'm also efficient in MS Office, Word, Excel, Powerpoint, Outlook and Quickbooks.

Professional Experience

MaxSold

2016-Present

Auction Assistant/Cataloging

- Organize and categorizing items for auction
- Tagg and take pictures of lots
- Cataloging of lots
- Assist with pick up at end of auction

Crown Lift Trucks

2013-2016

Administrative Assistant

- Answer all incoming phone calls.
- Scan and email customer invoices.
- Assist in all departments that may need help with daily duties.
- Generate invoice register.
- Apply customer payments to accounts.
- Generate daily reports for various departments.

Texas Elite Roofing, Inc.

2012-2013

Office Manager

Manage day-to-day customer billing and accounts payable.

- Generated sales orders for subcontractors.
- Ran weekly payroll.
- Paid quarterly taxes.

Panalpina Co.

2011-2012

Air Freight Agent

Managed day-to-day flight bookings, responsible for forwarding customers supplies globally.

- Verified commercial invoices to freight.
- Arranged freight picked up.
- Processed wide array of documents as required.
- Produced airway billing documents and master airway billing.
- Responded to customer's daily emails for flight rates.
- Sent out timely pre-alerts to customers advising them of flight details.
- Submitted custom invoices to appropriate destinations.

Control Flow, Inc.

2008-2010

Quality Assurance Specialist

- Maintained and enhanced the quality of finished manufactured product.
- Implemented the quality standards set by the company and by-laws.
- Reduced manufacturing errors per unit.
- Worked under the guidance of the engineers.
- Filed daily reports and reported any flaws found in finished products.
- Rectified errors in a speedy manner and reported them to the appropriate individuals.
- Conducted daily product checks before and after beginning work.
- Coordinated with cross functional departments with a role to play in manufacturing and selling.
- Diligently followed procedures completely which ensured the quality of the product.

Radiology Business Management

2006-2008

Medical Billing Processor/Collections

I generated revenue by making payment arrangement, collections, and monitoring daily data input.

- Collected delinquent accounts by establishing payment arrangements with patients; monitored payments; followed up with patients when payment lapses occurred.
- Utilized collection agencies and small claims court to collect accounts by evaluating and selecting collection agencies, determining appropriateness of pursuing legal remedies, and testifying for the hospital in court cases.
- Secured obstetrical payments by interviewing and obtaining information from pre-delivery patients, establishing payments due prior to delivery, and sending monthly statements.
- Maintained work operations by following policies and procedures and reporting compliance issues.
- Maintained quality results by following standards.
- Protected hospital's value by keeping collection information confidential.

Complete Health and Rehab

2002-2006

Medical Billing Processor/Collections

Checked all patient registration prior to appointment and prepared and entered daily encounter forms. Called PCP for referrals or approvals. Posted patient's copay and coinsurance. Followed up on all denied claims.

- Improved cash flow by recovering uncollectible accounts
- Increased accuracy of patient files by designing and implementing new patient update sheet.
- Exceeded daily quotas and minimized overhead expenses with effective scheduling and management of part-time employees.

- Verified new patient insurance.
- Scheduled patients for.....
- Maintained medical records.

Tire and Wheel Connection

1992-2002

Office Manager

Managed accounts receivable for 250 plus accounts. Utilized Hollander and Peachtree to make general ledger entries, process payments and balance A/R on monthly basis. Entered and coded bank deposits and distributed checks.

Education/Professional Development/Certifications

General Education Diploma
Medical Assistant Certificate
Administrative Assistant Certificate