

Anthony Jones

Decatur, GA 30034

anthonycjones1990@gmail.com

+1 470 571 7491

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

Authorized to work in the US for any employer

Work Experience

Remote Mechanical Claims Adjuster

Endurance Warranty LLC - Chicago, IL

January 2023 to Present

- Handled incoming calls from auto repair facilities to start and process mechanical breakdown claims;
- Investigated claims based off the customer's vehicle service contract;
- Utilized automotive skills and knowledge to diagnose mechanical failures and their required repairs, rendering an approval or denial of a claim, and negotiate part pricing and labor rate hours;
- Utilized an understanding of the auto industry to ensure excellent customer service throughout the claim process.

Property and casualty Claims Adjuster

State Farm Mutual Automobile Insurance Company - Dunwoody, GA

February 2022 to March 2023

- TX and FL
- Investigating, evaluating, negotiating, and settling claims

- Applying knowledge of policies, procedures, laws, statutes, and insurance regulations when determining coverage, liability, & damages
- Contacting customers by telephone, written correspondence and/or various electronic media
- Effectively managing work through task driven queues while multi-tasking in a fast-paced call center environment
- Supporting our customers through personalized, caring, and simple interactions

Client Coordinator

Emory Healthcare - Dunwoody, GA

January 2019 to February 2022

- Under direct supervision, collects and follows up on all accounts assigned prior to, during, or after admission and discharge.
- Verifies, researches, and completes all paperwork and forms to bill all types of claims for reimbursement.
- Delivers superior customer service to patients and internal customers while serving as a patient advocate during the cycle of the account. Operates standard office equipment including telephone, copier, fax machine; prepares written correspondence and completes various forms.
- Reviews all accounts assigned for collection prior to, during, or after admission and discharge.

- Verifies insurance as needed to resolve account balances. Responsible for handling and resolving incoming customer inquiries / or concerns by providing patient/guarantor from physician practices with a consistent and seamless experience.
- Also responsible for following up and collecting outstanding patient/guarantor balances through inbound and outbound phone contact utilizing a predictive dialing system.
- Under direct supervision, provides outstanding customer service to stakeholders in a diverse and fast-paced environment.
- Drive volumes and increase revenue by obtaining Pre-Authorization for various outpatient/inpatient procedures in a timely Manner.
- Under direct supervision, responsible for operating imaging tools for use in the creation of electronic files or archives.
- Responsible for preparing, scanning, and indexing documents/images being converted to electronic/digital format.
- Under direct supervision, responsible for registering patients from electronic and/or hard copy paper demographic information.
- Ensures that all patient information, payment information, and documents adhere to HIPAA, PCI, and other established quality control standards.

Quality Supervisor/Engineer

Kelly services - Lithonia, GA

December 2018 to May 2019

- Assigned daily and weekly responsibilities for QC Techs and Leads, making sure there are appropriate resources to cover all activities
- Oversaw core Quality functions including portioning, meal bagging, and final box verification, working closely with Leads and Associates to help monitor work and resolve any issues
- Created schedules for three shifts
- Interviewed and hired all qualified prospects
- Kept all clients information updated
- Coordinated logistics of all facilities including importing, exporting, and process standardization.
- Reduced headcount from 45 direct employees to 22 while maintaining warehouse productivity by improving efficiency, properly defining work responsibilities, and improving department structure.

Claims Adjuster agent

C.A.G, NORCROSS

March 2014 to April 2017

- Took over 100 calls
- Assisted all customers with their damages that included home and car.
- Kept clients files updated
- alerted them with any updates or new features that could be added to their insurance

Education

High school

Martin Luther King Junior High - Lithonia, GA

Skills

- Property & Casualty license (3 years)
- Budget Management (Less than 1 year)
- Customer Relationship Management (Less than 1 year)
- Customer Service (Less than 1 year)
- Receptionist (1 year)
- Key Holder
- Onsite
- On-Site
- Call Center
- Filing
- Medical office experience
- Microsoft SharePoint
- Phone Etiquette
- Computer Literacy
- Process Improvement
- HIPAA
- Medical Terminology
- Communication skills
- Negotiation
- Computer skills
- Quality Assurance
- Project Management
- Management
- Microsoft Office
- Research
- Medical Records
- Databases
- Administrative Experience
- Mechanical knowledge
- Analysis Skills
- Event Planning
- Insurance Verification
- CRM Software
- Windows
- Conflict management
- Fraud
- Organizational skills
- Customer service

- Typing
- Supervising experience
- Windows
- Technical support
- Conflict management
- Leadership
- Customer relationship management
- Microsoft Access
- Clerical experience
- Analysis skills
- Front desk
- Google Suite
- HIPAA
- Zendesk
- Negotiation
- Medical terminology
- Interviewing
- SharePoint
- Research
- Quality control
- Quality assurance
- Product management
- Continuous improvement
- Project management
- Recruiting
- Relationship management
- Marketing
- Medical records
- CRM software

Certifications and Licenses

Medical Terminology

December 2020 to Present

Medical terminology allows all medical professionals to understand each other and communicate effectively. When everyone understands what a condition, medicine, or procedure is, they are able to fulfill their roles accordingly, whether that is delivering medicine or billing for a medicine.

Claims adjuster license

February 2022 to Present

Texas & Florida

Property & Casualty License

Additional Information

- Mechanical knowledge
- Sharepoint
- Customer Services Supervisory Skills
- Customer Relationship Management
- Training and Development for CSRs
- Developing Customer Service Reports
- Call Center Process Improvement
- Budget Management
- Data entry
- Phone etiquette
- Microsoft Office
- Typing
- Excel
- Computer literacy
- Microsoft Word
- Supervisory experience
-