

# Stephanie Snellman

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## *Entry-level Medical Billing and Coding Internship*

### EDUCATION

Clark College, Vancouver, Washington Anticipated Graduation 2015  
Certificate of Proficiency, Medical Billing and Coding Specialist  
4.0 GPA

#### Related Coursework:

- ICD-9-CM, Volumes 1-3
- CPT 2010 Professional & HCPCS
- Medical Terminology
- Human Anatomy and Physiology
- Business Math
- Medical Office Legal and Administrative Procedures
- Medical Insurance
- Health Information Procedures and Confidentiality
- Microsoft Office: Word, Excel, PowerPoint
- Business English

### SUMMARY OF QUALIFICATIONS

- 5 years experience as a Manager and Supervisor
- 10 years customer service experience, in person, by mail, and over the phone
- Exceptional oral and written communication skills
- Strong math skills
- Able to diffuse difficult customers and resolve complaints professionally and courteously
- Excellent computer skills; easy adaptability to business programs
- Detail-oriented; Accurate; Dependable; Consistent; Conscientious
- Readily adapts to changing assignments and daily pressures

### WORK EXPERIENCE

City of Camas; Camas, WA

#### Billing & Customer Service Supervisor

2008- 2013

- Hired, trained, and supervised 3-5 employees
- Improved inter-department and intra-department workflow and teamwork through training, procedure enhancements and establishing effective working relationships
- Composed department procedures manual
- Answered more than 100 calls a day and resolved inquiries by mail and in person
- Diffused difficult situations and calmed irate customers
- Inspected and resolved construction deficiencies between customers and engineers
- Verified accuracy of accounting reports; receipted and documented payments on computer

### AWARDS & ACHIEVEMENTS

Vice President's Honor Roll, Clark College

2013 – present

Employee of the Month Award, City of Camas

2012