

# Lori Lauer

## Objective

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Looking for a full-time position as a Medical Billing/Coding Clerk or Office Manager

## Professional Skills

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### Medical Billing / Coding Skills

- Recent certificate in Medical Billing/Coding; preparing for CCA exam
- Fully trained in ICD9, CPT and HCPCS coding
- Medical Terminology
- Medical Filing

### Office, Clerical, Bookkeeping Skills

- Efficient keyboarding skills: 53 wpm at 98% accuracy
- Fully trained in Microsoft Office Suite, Word, Excel, PowerPoint, Access, Outlook
- Capable of multitasking in a fast busy environment, answering high volume phone calls & handling reception
- Strong customer service skills, personable and able to relate people from diverse cultures
- Able to deal tactfully and effectively with all levels of management and coworkers
- Highly independent worker, yet able to work cooperatively in a team setting when necessary
- Handled bank deposits, cash checks and credit card machines
- Experienced in using QuickBooks to record daily business transactions in the accounting cycle in AR

### Human Resources & Management Skills

- Able to manage and administer health benefits for large, 700-member organization
- Extensive experience providing courteous customer support for clients inquiring about their benefits

## Employment History

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Feb 2001 – July 2007                      Office Administrator                      *IBEW Electricians, Napa, CA*

Provided customer service, answered questions and resolved problems effectively over the phone; Managed 700-member clientele, regarding Union Dues, and health/Welfare benefits; Handled bank deposits, cash, checks and credit card; recorded business transactions.

July 2000 – Jan 2001                      Customer Care Representative                      *Wine.COM, Napa, CA*

Handled multi-phone customer service lines, taking wine orders and assisting in wine selection; Managed and processed mail and online orders; Ensured complete customer satisfaction to customers and wholesalers.

## Education

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2008	Certificate – Medical Billing/Coding	<i>OSC Computer Training, Sacramento, CA</i>
2000	Certificate – Office Procedures	<i>Fairfield Adult School, Fairfield, CA</i>
1999	Typing / Computer	<i>Fairfield Adult School, Fairfield, CA</i>