

Keith Celia

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Imaging Service Scheduler

Patient Resource Specialist for international biotechnology firm **seeks return to radiology service scheduling**. Possesses advanced knowledge of MRI scans, resulting in maximization of patient schedules. Provides sincere, empathetic support to patients and medical staff members.

Strengths

- * Patient procedure scheduling
 - * Heavy call center experience
 - * MRI patient screening
 - * Passionate about helping others
 - * Billing documentation/verification
 - * High computer/technical acumen
 - * Physician MRI marketing
 - * Calm and friendly phone manner
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Experience

2008 – Present, **Intake Coord./Patient Resource Specialist** Genentech (Roche)
South San Francisco, CA

- Serves as first-line contact for business, clinical and non-clinical communications as Patient Resource Specialist for international biotech company
 - Answers multiple phone calls to resolve questions regarding Genentech/Roche products
 - Triage and routes calls to appropriate departments in timely fashion
 - ❖ Averages 623 cases per month (3% above mean) with 93% Call Quality Monitoring Average, far exceeding 70% target
 - Identifies calls with concerns that require escalation and channels accordingly
- Discerns trends by tracking/documenting calls and communicating findings to relevant in-house departments
- Provides technical phone support for MD office portals, and troubleshoots issues across multiple platforms and browsers
 - Receives/completes all new/updated MD office portal registrations, creates new portal accounts and manages MD office profiles
 - Supports portal utilization/expansion by providing incoming caller support and feedback/recommendations to Genentech/Roche call centers to facilitate improvements in service quality processes
- Documents all internal/external interactions in SFDC Case Management Systems and accurately enters all patient/physician information into appropriate databases
- Manages SFDC-Case Management Systems to ensure they are up to date

Continued: Intake Coord./Patient Resource Specialist (PRS) Genentech (Roche)

- Solves adverse situations and problems by utilizing multiple systems and databases, and by collaborating with multiple in-house partners
- Serves as gatekeeper for database that houses information/resources tapped by peers for fielding incoming calls, and ensures database is current and accurate
- Conducted benefit investigations for Coverage/Reimbursement Team that resulted in lessening of team work load during busiest period of 2014
- Facilitated absorption of non-clinical sector of Roche Medical Call Center Department after Genentech/Roche merger, and created knowledge base of Roche products for peers
- Provides training as Ergonomic Advocate Team member and liaises between workers and Health-at-Work Department to ensure ergonomically correct work stations, resulting in increased performance and fewer repetitive stress injuries
- Completes submissions of Potential Adverse Events identified on internally faxed documents to US Drug Safety Department and identifies gaps in event reporting
- Processed reimbursement documents as Intake Coordinator to ensure proper patient insurance coverage, and accurately relayed payment information to insurance companies
 - Promoted to Patient Resource Specialist from Intake Coordinator after one year for having consistently exceeded daily quotas

2003 – 2007, **Acct. Exec./Authorization Specialist/MRI Scheduler** Insight Health Corp. Los Gatos, CA

- Procured minimum of 40 MRI scans daily as Account Executive for private health care facility/services provider by developing sound relationships with 600+ physicians and by educating physician office staff on company benefits
- Provided timely insurance company authorizations for five company locations as Authorization Specialist, resulting in promotion to Account Executive
- Maximized appointments as MRI Scheduler and screened patients to ensure they could safely undergo MRI scans, resulting in Authorization Specialist promotion

2000 – 2002, **Employee Services Specialist** Fireman's Fund Insurance Co. Novato, CA

- Served as Call Center Representative for company's 6,000 nationwide employees, answering benefit questions and resolving payroll issues
 - Fielded 40+ calls daily, meeting or exceeding company quota

Education

Piner High School Graduate

Santa Rosa, CA