







# JESSICA MARTIN

Health Care Customer Service Representative

**Compassionate Customer Service Professional Dedicated to Patient Support** Experienced in delivering high-quality customer service within the health care industry. Skilled in resolving patient inquiries, scheduling appointments, and maintaining compliance with industry regulations. Proven ability to foster trust and ensure patient satisfaction.

## CONTACT

-  (123) 456-7890
-  email@example.com
-  LinkedIn | Portfolio
-  Minneapolis, MN 12345

## KEY SKILLS

- Patient support and scheduling
- Health care insurance verification
- Electronic medical record (EMR) systems
- HIPAA compliance
- Claims and billing assistance

## EDUCATION

Bachelor of Science in Health Services  
Administration | May 2017  
State University, City, ST

## PROFESSIONAL EXPERIENCE

Health Care Customer Service Representative | CareWell Health Solutions, City, ST  
April 2020 to present

- Assisted patients with insurance claims and billing inquiries, maintaining a 95% satisfaction rate
- Scheduled and managed 100+ patient appointments weekly, ensuring efficient clinic operations
- Collaborated with providers to resolve patient concerns, reducing escalations by 30%

Patient Support Specialist | Wellness Clinic, City, ST  
May 2017 – April 2020

- Verified insurance coverage for 200+ patients monthly, reducing processing delays by 20%
- Provided front-desk support, handling patient check-ins and EMR updates accurately
- Educated patients on health care plans and billing options, improving financial transparency