

Phil Worley

Gaithersburg, MD 20878

pbwsenior@gmail.com

(315) 400-7142

Authorized to work in the US for any employer

Work Experience

Account Executive

YELP - Washington, DC

June 2019 to Present

Responsibilities

Directly responsible for selling advertising space on Yelp to local businesses across the US and Canada. Successfully exceeding monthly sales goals, consistently staying ahead of daily metrics all in a team-focused environment. Own and manage a pipeline of clients ranging from dentists to florists to restaurant owners. Consult, educate, strategize, and successfully sell Yelp advertising programs through a high volume of sales calls.

CALL CENTER MEDICAL BILLING/INSURANCE CLAIMS/COLLECTIONS

Specialist

COLLECT RX - Rockville, MD

August 2015 to February 2019

Responsibilities

Solve insurance claims issues; make outbound calls to Patients/Insurance Providers, and 3rd party entities. Provided information on claims correspondence and assisted in the daily support and reimbursement of claims. Process facility and professional claims on the following forms UB04, HCFA 1500, and UB92. Reviewed claims for ICD-9, 10, CPT, HCPCS, units, and procedure codes also utilizing NPS Benefit coding. Resolved incorrectly discounted claims with third-party processing companies such as Multiplan and Stratose, receiving additional payments or settlements of various amounts

Accomplishments

I made an impact by utilizing my collections & customer service extensive knowledge, and being a great team player. Utilizing CRIS & Affinity Billing Systems, for Medicare, Medicaid, and Medicare HMO claims and submitting crossover claims as necessary.

Skills Used

10+ years of Customer Service & Collections experience, and 5+ years of Call Center experience

BDC REPRESENTATIVE/ CUSTOMER CARE CALL CENTER

OWNER CONNECT Supervisor Craig Davis (847) 226-9082 - Cicero, NY

BDC Representative

BDC

April 2013 to May 2015

INBOUND / OUTBOUND CALLS SETTING APPOINTMENTS FOR SALES REPS

Number one in sales rep appointment setting

C.F.O

SECUREWAYS, LLC

October 2009 to December 2012

Wrote the business plan, managed funds and coordinated all financial office activities. Incorporated strategic business initiatives and managed daily operations. Set all standards for customer assessments, product knowledge and the introduction of sales techniques and presentations.

C.F.O

SECUREWAYS, LLC - Clay, NY

October 2009 to December 2012

Call Center Sales & Collections Representative

HARP NORTH - Liverpool, NY

March 2007 to September 2009

Initiated sales from radio and television infomercials. Made Outbound calls on all unfinished sales in collection status. Achieved all sales and collection quotas mandated by the company, monthly and weekly.

Education

A.A.S in Computer Information Systems

Sullivan County Community College

Skills

- Computer Knowledge unlimited. Learning Potential unlimited, team player, driven determined with unlimited motivation, Customer Service, BDC Rep, CFO, Computer Tech, Legal research, Executive Assistant
- Medical Collection
- Cold Calling
- ICD-10
- ICD-9
- Medical Billing
- Utilize all Microsoft software
- Outbound Sales
- EMR Systems
- Medical Coding
- CPT Coding
- Proofreading