

LATISHA MASON

Asst. Operations Director & Customer Service Specialist

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Summary:

Highly experienced, skilled, and detail oriented Operations Director with over 10 years of experience in Office Management, Customer Service, and Bookkeeping.

Skill Areas:

Office Management	Technical Support	Project Management
Scheduling	Financial & Data Analysis	Merchandising
Professionalism	Confidentiality	Inventory Management
Administrative Support	Team Leadership	Payment Processing
Conflict Resolution	Office Equipment	Operations & Logistics
Multitasking & Organization	Compliance	Bookkeeping
Verbal Communication	Data Entry	DC Medicaid
Accounts Payable & Receivable	Customer Service	DME Technician
Advanced Clerical Knowledge	Strategic Planning	Staff Development & Training
Vendor Relationship Development	Time Management	Budget Monitoring & Development
Customer & Client Relations	Methodology Implementation	Medical Billing, Terminology, & Equipment

Professional Experience:

Assistant Operations Director • Safeway, Inc. • January 2015 - Current

- Tracks, analyzes, and takes action to improve store performance by communicating weekly & daily sales goals then exceeding established goals.
- Monitors product display accuracy and appearance to implement promotions ensuring presentation, pricing, and signage are properly displayed.
- Identifies areas for improvement and cost control by implementing action plans and procedures to address issues.
- Develops best practices for sales and customer service with other team members to help improve the store's efficiency.
- Forecasts, creates schedules, and monitors labor to be consistent with store sales, productivity guidelines & wage budget.
- Ensures cashier accountability, scanning accuracy, and adherence to company Security & Cash Control Procedures.

Medical Billing Specialist • Grubbs Care Pharmacy • March 2006 - Present

- Answers and routes all incoming phone inquiries for DME and pharmacy requests.
- Manages the status of accounts, balances, and identifies inconsistencies.
- Reviews patient records, identifies medical codes, and creates invoices for billing purposes.
- Submits electronic and paper claims to insurance companies including DC Medicare and Medicaid to collect medical payments.
- Orchestrates day-to-day operations of the billing department, including medical coding, payment posting, accounts receivables and collections.
- Manages the billing calendar and schedules claims for payments.
- Uses HBS software via Omnisys to input information into a computerized patient record system.

Medical Billing Specialist • Friend's & Co. • August 2005 - March 2006

Data Entry Specialist • ACS • December 2004 - June 2005

Medical Billing Specialist • Dr. Friedman's Office • June 2002 – December 2004

Supervising Pharmacy Technician • CVS Pharmacy • January 2001 - May 2002