

Monet Butler

Clinton, MD 20735

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2025794337

Work Experience

Medical Assistant

Capital Area Renal Associates

May 2021 to Present

- Using computer applications.
- Answering telephones.
- Welcoming patients.
- Updating and filing patient medical records.
- Coding and filling out insurance forms.
- Scheduling appointments.
- Arranging for hospital admissions and laboratory services.
- Filling and putting in Prescriptions

TSR Agent

Kaiser Permanente - Fairfax, VA

October 2020 to March 2021

- Receives phone calls and verifies identity and eligibility of callers. Understands members' request and schedules primary care or selected specialty appointments for medical treatment or sends message to the member's Health Care Team.
- Uses defined scripts per members' symptoms, following its directives for disposition and documents in the medical record according to established workflow.
- Transfers calls to medical advice nurse or other departments when indicated or directed by script.
- Provides information about location of medical centers, pre-appointment preparation, and limited, related member benefit information.
- Schedules follow up appointments for providers.
- Opt members in for appointment SMS text reminders.
- Reviews Health Maintenance Reminders with members, booking appropriate appointments as needed.
- Assists members to select a personal provider and pre-enrolls callers as needed.
- Makes changes to callers' address, medical center, or other demographic information as needed.
- Makes outbound calls and receives calls to/from new members and new Medicaid members to onboard them as a new to Kaiser Permanente.
- Schedules video conferencing appointments and provides technical support for members with Telemedicine Appointments. Assists Telemedicine providers by faxing prescriptions and referrals, as needed. Initiates on-line meetings and provides introduction of member to Telemedicine physician.
- Performs other related duties as directed.

CSR Government Contractor DOLNCC

TTEC - Springfield, VA

March 2018 to October 2020

Answer queries on products and services from customers of Fortune 500 brands
Assist customers with how-to's
Address and resolve customer concerns to achieve first contact resolution
Provide excellent customer service

Call Center Customer Service Representative

Acceptance Now - Waldorf, MD
December 2017 to March 2018

Provide premier customer service to all customers to ensure all their customer needs have been addressed in a timely manner
Close sales cycle by converting referred customers to rent-to-own agreements
Educate referred customers on price options, features, and/or benefits of rental agreement
Complete appropriate paperwork to ensure customer receives merchandise and partnership store receives payment
Review expired accounts and communicate with customers to promote timely payments
Maintain accurate records of past due account activity
Work as a cooperative member of the partnership store team and RAC Acceptance team in all operational aspects
Network with partnership store personnel to gain referrals and educate partnership store staff on the rental process
Any other duties assigned by the sales manager

Call Center Representative

FEMA/DHS - Hyattsville, MD
September 2017 to November 2017

Serves as the primary point of contact for persons inquiring about disaster assistance by telephone.
Conducts telephone interviews with disaster victims who have been affected by a declared disaster.
Assists applicants by telephone and in person, determines applicant needs, and provides instructions and referrals to appropriate disaster programs, community resources, and other Federal agencies, as appropriate.
Provides information and explanations of Housing Assistance, Other Needs Assistance Grant, and other programs to applicants.
Conducts verification activities to determine eligibility of applicants for disaster assistance through direct contact with applicants, in order to gather and disseminate information.
Processes applicant cases, re-certifications, audits, and recoups and lodging reimbursement from disaster assistance applicants.

Sales Associate and Customer Service

Nordstrom - Springfield, VA
December 2016 to September 2017

Greet customers and help with anything they may need.
Answer phones and assist with questions or concerns on merchandise.
Maintain cleanliness on the Sales floor.
Maximize on store sales and adhere to achieve store goals.
Keep inventory records up to date as assigned.
Maintain excellent customer service

Anti Deicer

Inland Technologies - Arlington, VA
October 2016 to April 2017

Maintain cleanliness on the outside of the aircraft.
Make sure all passengers and aircraft get to their destination safe.
Escort people through the airport.
Maintain safe driving skills with the Deicing Trucks.
As well as maintain great customer service.

Education

Associate in Medical Assistant

Career Technical Institute - Washington, DC
September 2019 to Present

Associate

TESST College of Technology - Beltsville, MD
October 2015

Diploma

Dr. Henry A Wise Jr High School - Upper Marlboro, MD
2014

Skills

- Customer Service
- CSR
- EKG Pharmacology and Minor Office Surgery Prenatal Care and the Reproductive System Medical Insurance and Medical Records Injections Digestive and Urinary Systems Skeletal and Muscular Systems Medical Office Management Medical Billing and Collections Medical Coding (Less than 1 year)
- Troubleshooting, maintenance, and upgrading computer hardware and software. Networking with TCP/IP on Local Area Networks (LAN) and Wide Area Networks (WAN). Installation, configuration, usage, diagnosis, and problem-solving of network operating systems (DNS, WINS, DHCP, NAT, RAS, VPN's, Active Directory). Monitor and manage computer network security. Provide computer help/ support desk functions. Installation, maintenance, optimization and troubleshooting of desktop operating systems (Windows XP, Vista, 7, Novell, Linux). Installation, configuration, usage, diagnosis, and problem-solving fundamentals of desktop operating systems and network operating systems. Remote diagnosis and resolution of end-user client-side and server-side issues. Manage the service and support functions, document and analyze support activities. Basic stages of migrating systems to new or updated network operating systems and resolving problems. Configure and troubleshooting the desktop and user environments. Manage the tools and techniques of remote diagnosis and resolution of end-user client-side and server-side issues. COMPUTER SKILLS: 55 WPM, Microsoft Works, Microsoft Office XP 2004 (Word, Excel, Power Point, Access, Outlook) Adobe Acrobat, and Adobe (Less than 1 year)
- Medical Terminology (1 year)
- eClinicalWorks (Less than 1 year)

Certifications and Licenses

Computer Supprt IT December 2015 to Present Computer Support Technician