

Cierra Hatter

Medical office manager

✉ cierra.hatter@gmail.com

☎ (447) 196-5720

📍 3435 Firestone Rd, Reno, NV 89511

EDUCATION

Associate's Degree in Health Administration at University of Nevada, Reno

Aug 2013 - May 2017

Some skills I've learned are management and leadership, budgeting and finance, healthcare policy and regulations, and medical terminology.

LINKS

[linkedin.com/in/cierrahatter](https://www.linkedin.com/in/cierrahatter)

SKILLS

Medical office management

Medical billing and coding

Medical records management

Patient scheduling and registration

Insurance verification and authorization

Financial counseling

LANGUAGES

English

Indonesian

HOBBIES

Organizing

Crafting

Reading

PROFILE

I am a medical office manager with over 5 years of experience in the industry. I have a proven track record of success in managing and coordinating all aspects of a medical office. I am an expert at handling patient records, scheduling appointments, and insurance billing. I possess excellent communication skills which are essential for dealing with patients, staff, and doctors on a daily basis. With my vast knowledge and experience in the field, I am confident that I can provide efficient and effective management to any medical office.

EMPLOYMENT HISTORY

● Medical Office Manager at A-1 Medical Billing & Management Services, NV

Mar 2022 - Present

- Led a team of 15 medical office staff members and successfully coordinated patient care services.
- Implemented new software systems that increased billing accuracy by 5%.
- Decreased patients' wait times by 10 minutes on average.
- Trained 3 new front desk employees in customer service and scheduling procedures.
- Negotiated with insurance companies to get higher reimbursement rates for the practice.

● Assistant Medical Office Manager at BillingNevada, NV

Aug 2017 - Feb 2022

- Hired and trained a team of 10 medical assistants.
- Implemented new front-office procedures that reduced patient wait times by 30%.
- Negotiated with insurance companies to get coverage for 100% of patients in the practice.
- Led weekly staff meetings to ensure all employees were up-to-date on office policies and procedure changes.
- Maintained accurate medical records for 500+ patients using an EMR system.

CERTIFICATES

Certified Medical Office Manager (CMOM)

Nov 2020

Certified Professional Coder (CPC)

Aug 2019

MEMBERSHIPS

American College of Healthcare Executives

Healthcare Information and Management Systems Society