

Nadia Cannon

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PROFESSIONAL SUMMARY:

Strategic problem-solver and dedicated recent graduate with a strong track record of driving success from behind the scenes. Known for my ability to tackle complex challenges with innovative solutions while ensuring smooth operations. A dependable team player who thrives in collaborative environments, always ready to support my team and contribute to collective goals. With a focus on efficiency and precision, I excel at delivering results that exceed expectations.

EXPERIENCE:

Customer Service Representative

April 2023 – June 2024

Ascension

- Provided exceptional customer service to an average of 30+ clients daily, resolving complex inquiries related to medical insurance policies and claims with a 90% satisfaction rate or better.
- Maintained strict adherence to HIPAA regulations and company policies while handling sensitive medical and personal information, ensuring compliance and data security.
- Developed and delivered clear explanations of complex insurance terms and procedures, enhancing customer comprehension, and reducing follow-up questions.

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Rideshare driver

January 2021 - April 2023

Uber/Lyft

- Provided safe, reliable, and efficient transportation for passengers while maintaining excellent customer service and a professional demeanor.
- Managed time effectively to ensure timely pickups and drop-offs, consistently achieving high ratings and positive passenger feedback.

Customer Service Representative/Payment Specialist

September 2020 – January 2021

Medicentrix

- Processed and reconciled an average of 40+ medical billing transactions per day, ensuring accuracy and timely payment to healthcare providers.
- Provided exceptional support to patients and healthcare providers regarding payment inquiries and billing issues, enhancing customer satisfaction and trust.
- Utilized advanced billing and payment software to track and manage payments, updates, and patient records, ensuring seamless and accurate data entry.

Claims Follow Up Representative

September 2019 – September 2020

R1RCM

- Coordinated with internal departments to gather necessary documentation and information for claim follow-ups, enhancing the efficiency of the claims processing workflow.
- Maintained accurate records of claim status and follow-up actions in the claims management system, ensuring comprehensive documentation and facilitating efficient audits.
- Provided ongoing support and guidance to colleagues on complex claim issues, fostering a collaborative work environment and improving overall team effectiveness.

Bed Control Specialist

September 2018 – December 2018

McLaren Macomb

- Efficiently managed bed assignments and patient flow in a high-volume emergency department, ensuring optimal use of available beds and reducing patient wait times Job statement
- Acted as the primary point of contact for bed availability and patient placement, facilitating clear communication between the ER, inpatient units, and other hospital departments.
- Utilized hospital information systems to track bed status, patient admissions, and discharges, generating real-time reports to assist with bed allocation and resource planning.

Certified Nursing assistant**May 2015 – September 2019**

Amira medical staffing

- Effectively communicated with patients, families, and healthcare teams to coordinate care plans and address individual needs.
- Maintained patient confidentiality and adhered to HIPAA regulations while managing sensitive medical information.
- Assisted with the transportation of patients to various appointments and procedures, ensuring safety and comfort during transit.
- Trained and mentored new nursing assistants to ensure high standards of patient care and compliance with facility protocols.

Sales Associate**October 2016 – June 2017, June 2015 – December 2015**

Dress Barn

- Achieved and exceeded monthly sales targets by actively promoting store products, upselling, and cross-selling.
- Executed effective merchandising strategies by organizing displays and restocking shelves, ensuring products were presented attractively and available for purchase.
- Handled difficult situations and returns effectively, ensuring a smooth resolution and maintaining customer loyalty.

Cash Office/Accounting Assistant**February 2014 – June 2015**

Burlington Coat Factory

- Assisted with end-of-day financial reconciliation and prepared deposits, ensuring accurate and timely financial reporting.
- Processed cash and credit transactions efficiently, balanced cash drawers, and handled financial discrepancies.

EDUCATION:**Bachelor of Science in Professional Studies**

2024

Purdue University Global

Dual Associate of Science

2018

Business Administration and General Studies

Macomb Community College

VOLUNTEER EXPERIENCE:**Care Package Drive Organizer****February 22, 2024**

- Coordinated a care-package item collection and disbursement for those in need.
- Successfully created over 100 care packages, managed a team of 10 volunteers, and successfully disbursed the care-packages to those in need in the metro area.