

Emma Eagle

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SUMMARY OF QUALIFICATIONS

- 10+ years customer service and business management experience in professional settings
- In-depth working knowledge of ICD-10 CMS/PCS, CPT, HCPCS that accurately reflects documentation
- Critical thinker, problem solver, and decision maker
- Active and collaborative team player
- Excellent communication skills, both written and verbal
- Detail-oriented; ensures accuracy and precision in work
- Effective time management, organization, multitasking, and prioritization skills
- Strong work ethic; reliable and flexible

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Medical Coding Specialist, Technical Diploma

May 2023

- Related coursework: ICD-10 CMS/PCS, CPT, HCPCS, Healthcare Reimbursement, Human Disease, Basic Anatomy

WORK EXPERIENCE

Office Manager

August 2023 – Present

ABC Company, Green Bay, WI

- Organize and coordinate all administration duties including A/R, A/P, credit, and human resource functions
- Train new employees on duties and procedures associated with position
- Answer incoming calls and dispatched to correct department

Call Center Operator/Dispatch

June 2022 – August 2023

ACME Answering Service, Green Bay, WI

- Answered incoming calls, took detailed messages, and relayed important pertinent information
- Dispatched calls per account instructions

CERTIFICATIONS

AHIMA Certified Coding Specialist (CCS)

July 2023

AHIMA Certified Coding Associate (CCA)

June 2023

COMMUNITY SERVICE

Volunteer, Red Cross, Green Bay, WI

August 2022 - Present