

Raquel Ramirez

San Antonio, TX • 210-851-5434 • rac1871@yahoo.com

Professional Summary

Dedicated and friendly Customer Service Representative with over 20+ years' experience resolving customer inquiries and improving satisfaction.

Core Skills

- Bilingual (read and write]English/Spanish)
 - Call Center Operations
 - Active Listening
 - Written & Verbal Communication
 - Attention to Detail
 - Problem Solving
 - Time Management
 - Multitasking
-

Professional Experience

Administration

San Antonio Endodontics– San Antonio TX 04-24 to 05-25

- Review and analyze Veterans profiles for treatment, ensuring responses are complete, accurate, and aligned with program requirements.
- Enter claimant data into internal systems while maintaining strict confidentiality and compliance with HIPAA
- Identify missing or inconsistent information and follow up with claimants or healthcare providers.
- Collaborate with claims examiners and medical consultants to support disability processes.
- Prepare detailed reports and summaries for use in adjudication and case reviews.
- Consistently achieve high accuracy ratings and meet performance metrics for turnaround times.
- Handled 60+ calls daily, resolving issues with billing and account updates
- Maintained at least 90% customer satisfaction rating through prompt and courteous service

Bilingual Billing Specialist

Wadhwa Dental San Antonio, TX 01/03/2022 to 04-23-2024

- Entered and verified claimant information into case management systems with 99% accuracy.
- Reviewed forms and questionnaires for completeness before submission to analysts.
- Maintained productivity standards while balancing high-volume workloads.
- Resolved inquiries regarding insurance claims, status and next steps
- Provided notarized documents for patients and staff (if needed)
- Handled 60+ calls daily, resolving issues with billing and account updates

Bilingual Customer Service Representative

R Family Medical Group – San Antonio, TX 11-06-19 to 12-15-2021

- Assisted individuals in completing forms and provided clear explanations of processes and requirements.
- Handled sensitive and confidential information with professionalism.
- Resolved inquiries regarding insurance their claims, status and next steps.
- Maintain positive communication with the medical staff members and physicians.
- Provide notarized documents for patients and staff (if needed)

Bilingual Billing Specialist/Front Desk/Scheduler

Alex C. Salinas, DDS Light Dental, PLLC-San Antonio, TX 01-16-06 to 11-05-19

- Review and analyze Veterans profiles for treatment, ensuring responses are complete, accurate, and aligned with program requirements.
 - Enter claimant data into internal systems while maintaining strict confidentiality and compliance with HIPAA
 - Identify missing or inconsistent information and follow up with claimants or healthcare providers.
 - Collaborate with claims examiners and medical consultants to support disability processes.
 - Prepare detailed reports and summaries for use in adjudication and case reviews.
 - Consistently achieve high accuracy ratings and meet performance metrics for turnaround times.
-

Education

Diploma

Memorial High School– San Antonio, TX
1990

Certifications

- CPR – Current
 - HIPAA Compliance – Current
-