

## PATIENT ADVOCATE

### Professional Profile

Detail-oriented, efficient and organized, with extensive background in community-based organizations seeks to bring strong work ethic and engaging interpersonal communication to a vibrant company. Over seven years of experience as an office manager/tax preparation worker and over three years of experience assisting patients register for government programs.

### Qualifications

- Independent worker
- Exceptionally organized
- Record-keeping
- EMail Software (Outlook, Thunderbird, etc)
- Internet Browser (Internet Explorer, Firefox, etc)
- Peripheral Devices (Scanners, Printers, etc)
- Personal Computers
- Spreadsheet Software (Calc, Excel, etc)
- Utility Software (Virus, File Compression, etc)
- Word Processing Software (Word, WordPerfect, etc)
- Tax preparation

### Experience

#### Patient Advocate

September 2009 to December 2014 Company Name i¼ City , State

- Answer applicants' questions about benefits and claim procedures.
- Interview benefits recipients at specified intervals to certify their eligibility for continuing benefits.
- Interpret and explain information such as eligibility requirements, application details, payment methods, and applicants' legal rights.
- Initiate procedures to grant, modify, deny, or terminate assistance, or refer applicants to other agencies for assistance.
- Compile, record, and evaluate personal and financial data in order to verify completeness and accuracy, and to determine eligibility status.
- Interview and investigate applicants for public assistance to gather information pertinent to their applications.
- Check with employers or other references to verify answers and obtain further information.
- Keep records of assigned cases, and prepare required reports.
- Schedule benefits claimants for adjudication interviews to address questions of eligibility.
- Prepare applications and forms for applicants for such purposes as school enrollment, employment, and medical services.

#### Tax Preparer/Office Manager

December 2005 to September 2009 Company Name i¼ City , State

- Would supervise employees engaged in tax preparation services.
- Compute taxes owed or overpaid, using adding machines or personal computers, and complete entries on forms, following tax form instructions and tax tables.
- Prepare or assist in preparing simple to complex tax returns for individuals or small businesses.
- Use all appropriate adjustments, deductions, and credits to keep clients' taxes to a minimum.
- Interview clients to obtain additional information on taxable income and deductible expenses and allowances.
- Review financial records such as income statements and documentation of expenditures to determine forms needed to prepare tax returns.
- Furnish taxpayers with sufficient information and advice to ensure correct tax form completion.
- Consult tax law handbooks or bulletins to determine procedures for preparation of atypical returns.
- Calculate form preparation fees according to return complexity and processing time required.
- Check data input or verify totals on forms prepared by others to detect errors in arithmetic, data entry, or procedures.

#### Tax Preparer/Office Manager

January 2002 to December 2004 Company Name i¼ City , State

- Would supervise employees engaged in tax preparation services.
- Compute taxes owed or overpaid, using adding machines or personal computers, and complete entries on forms, following tax form instructions and tax tables.
- Prepare or assist in preparing simple to complex tax returns for individuals or small businesses.
- Use all appropriate adjustments, deductions, and credits to keep clients' taxes to a minimum.
- Interview clients to obtain additional information on taxable income and deductible expenses and allowances.
- Review financial records such as income statements and documentation of expenditures to determine forms needed to prepare tax returns.
- Furnish taxpayers with sufficient information and advice to ensure correct tax form completion.
- Consult tax law handbooks or bulletins to determine procedures for preparation of atypical returns.
- Calculate form preparation fees according to return complexity and processing time required.
- Check data input or verify totals on forms prepared by others to detect errors in arithmetic, data entry, or procedures.

#### Certifications

Associate of Science : Dental Technician , 2000 Instituto Tecnico Dental 90 1/4 City , State , Colombia

Certificate : CPR - IV Medication Administration , 2000 Cruz Roja Colombiana 1/4 City , State , Colombia

High School Diploma : 1996 Colegio Liceo Colombia 1/4 City , State , Colombia

#### Languages

English - Good ( Read Write Speak ) Spanish - Excellent ( Read Write Speak )

#### Skills

- Fast data entry
- Spreadsheet tables preparation
- Processing financial forms
- Customer Service
- Making fast strategic decisions in accordance to company rules

#### Additional Information

- Driver's License
- Class C - Standard Driver's License