



## SONEETA HARRIS

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DOB: 17<sup>th</sup> June 1985

### Career Overview:

- Highly enthusiastic customer service professional with 14 years of client interface experience.
- 11 years of experience in Medical Billing.
- Enthusiastic customer service/tele sales representative with in-depth knowledge of sales, account management and training.
- Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

### Work Experience:

#### **A/R Specialist:**

#### **Spektrum (Covid Specialty) Jan2022-April 2022**

- Directly working with the provider.
- Identify medical coding procedure fee free errors and omissions, making necessary adjustments to patient accounts dependent on negotiated rates.

- Provide insurance companies with additional documentation or records (if requested) to expedite payments and resolve denials.
- Performed insurance verification, pre-certification and pre-authorization.
- Oversee daily Billing Department functions, including medical coding, charge entry, claims, payment posting, and reimbursement management.
- Checking patient eligibilities and verifying insurances.

### **Medical billing officer (Dentist Specialty)**

**June 2020-Sep 2020**

#### **Today's Dentistry**

- Directly working with the provider.
- Calling to insurances for getting patient insurance benefits breakdown for treatment and claims
- Calling to insurances for claims statuses
- Checking patient eligibilities and verifying insurances.
- Working on the claims

### **Advanced Practice Solutions NY (Psychiatric Specialty)**

**Jan 2012- Apr 2022**

#### **EMR Specialist and Medical Billing Executive**

- My role involves attending the calls of patients and satisfying them also giving appointments. Checking faxes on daily basis and assigning them to relevant department.
- Receiving emails from different facilities related to patients scheduling and their current condition, managing them into patient chart notes.
- Dealing with insurances for denials and other processes related to patient issue.
- Using coded data to produce and submit claims to insurance companies
- Working directly with the insurance company, healthcare provider, and patient to get a claim processed and paid
- Reviewing and appealing unpaid and denied claims
- Verifying patients' insurance coverage
- Answering patients' billing questions
- Call insurance companies regarding any discrepancy in payments if necessary
- Identify and bill secondary or tertiary insurances
- Answer all patient or insurance telephone inquiries pertaining to assigned accounts.
- Worked on Hospital Billing.
- Handling Patient payments via credit card.
- Hospital Billing, Office Billing and skilled Nursing facility billing.

**MRN (PVT) Ltd:**

**March 2009-August 2011**

#### **Sales and Customer Support (Manager)**

I worked as TCSR for an inbound project. The company was Canadian based. My job was primarily customer-focused.

Responsibilities:

- Customer service and sales
- Answering customer's calls for VPBX, TOLL- FREE services and answering them by emails on a daily basis.
- Chat handling of customers from all over the world
- Project managing
- Organizing and overseeing weekly team meetings

## **Salaar Technologies**

### **Sales and Customer Support**

**June 2008 – February 2009**

I worked as TCSR for an inbound project. The company was Canadian based. My job was primarily customer-focused.

Responsibilities:

- Customer service and sales
- Answering customer's calls for VPBX, TOLL- FREE services and answering them by emails on daily basis.
- Chat handling of customers from all over the world
- Project managing
- Organizing and overseeing weekly team meetings

## **Startech Communication**

**April 2008 – June 2008**

### **Sales and Customer Representative**

My role was to calls to customers in different states of Canada and book an appointment for duct cleaning of their homes.

## **Fiber Lynx**

**June 2006- Dec 2007**

### **Sales and Customers Representative**

I worked as sales representative. The project was Canadian based. My role of job was to calling to customers and marketing for long distance services, and also handling complaints from the customers after getting our services.

## **Lance International**

**Jan 2005- Dec 2005**

### **Computer Assistant**

I worked as computer assistant with this company.

## **Core Strengths:**

- Strong organizational skills

- Active listening skills
- Sharp problem solver
- Energetic work attitude
- Telephone inquiries specialist
- Customer service expert
- Adaptive team player
- Telecommunication skills

## Accomplishments:

### ***Customer Assistance***

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

### ***Customer Service***

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

### ***Sales***

- Consistently generated additional revenue through skilled sales techniques.
- ***Database Maintenance***
  - Assisted in the managing of the company database and verified, edited and modified members' information.

## Educational Background:

### **Punjab University, Lahore**

B.com

### **SKANS (School of Accountancy), Islamabad**

ACCA (Fundamentals)

### **The National College of Computer Sciences, Gujrat**

Diploma in business administration – (DBA)

### **Bright Way School College Road, Wazirabad**

Matriculation

## Interests and Hobbies:

I am a very active person and like to get outside and run, swim or play basketball in my free time.

## References:

Will be provided on request.