

Shaunetta Settergren

Billing Administrator

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📍 123 Maple Street, Concord, NH
03301

EDUCATION

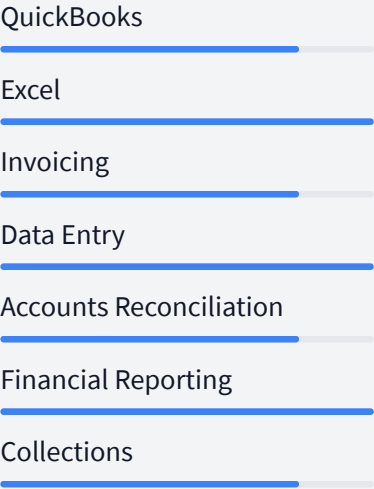
**Associate of Applied Science in
Billing and Coding Administration
at Manchester Community College,
Manchester, NH**
Sep 2018 - May 2022

Relevant Coursework: Medical Terminology, Medical Coding (ICD-10, CPT, and HCPCS), Anatomy and Physiology, Health Information Management, Healthcare Reimbursement, Billing and Insurance Procedures, Electronic Health Records, and Health Information Privacy and Security.

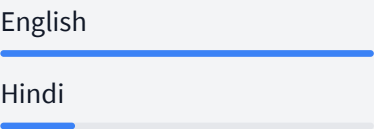
LINKS

[linkedin.com/in/shaunettasettergren](https://www.linkedin.com/in/shaunettasettergren)

SKILLS



LANGUAGES



PROFILE

Diligent Billing Administrator with 1 year of experience in efficiently managing invoicing and payment processes. Adept at accurate data entry, account reconciliation, and timely resolution of billing discrepancies. Strong analytical and communication skills, with a proven track record of collaborating effectively with cross-functional teams to ensure smooth financial operations.

EMPLOYMENT HISTORY

- Billing Administrator at Granite State Billing Services, NH**
Apr 2023 - Present
 - Successfully reduced outstanding accounts receivable by 35% within a year, resulting in improved cash flow and reduced bad debt for Granite State Billing Services.
 - Streamlined the billing process by implementing an automated system, which reduced errors by 25% and increased overall efficiency by 20%.
 - Managed a team of 6 billing specialists, leading to a 15% increase in productivity and a 10% reduction in turnaround time for processing claims.
 - Successfully negotiated contracts with insurance providers, resulting in a 5% increase in reimbursements and an additional \$100,000 in annual revenue for the company.
- Billing Specialist at Northeast Medical Billing Solutions, NH**
Sep 2022 - Feb 2023
 - Successfully reduced invoice processing time by 30% through the implementation of a new automated billing system, resulting in increased efficiency and accuracy for Northeast Medical Billing Solutions, NH.
 - Increased on-time payments by 25% by streamlining the billing process and implementing clear communication strategies with clients, leading to improved cash flow and client satisfaction.
 - Identified and resolved over \$50,000 in billing discrepancies, ensuring accurate invoicing and maintaining positive relationships with clients and insurance providers.
 - Trained and mentored three new billing specialists, contributing to a 15% increase in department productivity and fostering a supportive team environment.

CERTIFICATES

Certified Billing and Coding Specialist (CBCS)
Sep 2021

Certified Professional Biller (CPB)
Nov 2019

MEMBERSHIPS

Healthcare Financial Management Association (HFMA)