

ROSELYN WINTERBOTHAM

Claims Processor

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(151) 500-6607

123 Maple Street, St. Louis, MO 63101



PROFILE

Results-driven Claims Processor with 1 year of experience in efficiently handling insurance claims, ensuring accurate data entry, and providing excellent customer service. Proficient in interpreting policy coverage, processing claim payments, and managing workflow. Quick learner with strong problem-solving skills and a keen eye for detail, contributing to timely and accurate claims processing.

LINKS

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

SKILLS

Data Entry

Analytical Thinking

Time Management

Microsoft Excel

Attention to Detail

Communication Skills

Insurance Knowledge

LANGUAGES

English

Arabic

HOBBIES

Scrapbooking

Gardening

EMPLOYMENT HISTORY

Claims Processor at Cerner Corporation, MO

May 2023 - Present

- Successfully processed over 500 claims per month, maintaining a high accuracy rate of 98% and ensuring timely reimbursements for clients.
- Streamlined the claims processing workflow by identifying inefficiencies and implementing improvements, resulting in a 15% reduction in processing time.
- Trained and mentored five new Claims Processors, leading to a 20% increase in team productivity and improved overall performance.
- Collaborated with cross-functional teams to resolve complex claim issues, resulting in a 25% reduction in escalated cases and increased client satisfaction.

Claims Processing Specialist at Wipro Limited, MO

Jul 2022 - Apr 2023

- Successfully processed over 1,000 insurance claims per month, consistently exceeding the company's target of 800 claims and contributing to a 25% increase in overall productivity for the team.
- Implemented a new claims tracking system that reduced processing time by 30%, leading to a significant improvement in customer satisfaction ratings and a 15% reduction in claims backlog.
- Identified and resolved 200+ cases of potential insurance fraud, saving the company an estimated \$500,000 in potential losses and earning recognition as the top performer in the department.
- Trained and mentored 10 new Claims Processing Specialists, resulting in a 50% reduction in training time and faster integration of new employees into the team, ultimately boosting department efficiency.

EDUCATION

Associate of Applied Science in Claims Processing at Ozarks Technical Community College, Springfield, MO

Aug 2017 - May 2022

Relevant Coursework: Introduction to Insurance, Claims Processing and Management, Medical Billing and Coding, Health Information Systems, Medical Terminology, Office Procedures, and Ethics in Healthcare.

CERTIFICATES

Certified Professional Biller (CPB)

Mar 2022