

Margerite Durkot

Intake Specialist

Profile

Results-driven Intake Specialist with 1 year of experience in providing efficient client support and assistance in a fast-paced healthcare setting. Proficient in gathering and verifying patient information, maintaining accurate records, and ensuring a smooth admission process. Exceptional communication and problem-solving skills, dedicated to maintaining patient confidentiality and delivering compassionate care.

Employment History

Intake Specialist at Allstate Insurance Company, NY

Feb 2023 - Present

- Successfully processed over 300 insurance claims within the first year, resulting in a 20% increase in customer satisfaction and contributing to Allstate's reputation as a reliable insurance provider in New York.
- Streamlined the intake process by implementing a new client management system, reducing the average claim processing time by 30% and increasing overall team efficiency.
- Consistently met and exceeded monthly targets for claim resolution, with an average of 95% of claims resolved within the stipulated timeframe, leading to recognition as the top-performing Intake Specialist in the New York office.

Intake Coordinator at Geico, NY

Jul 2022 - Dec 2022

- Successfully managed the intake of over 500 new insurance claims per month, ensuring a seamless and efficient onboarding process for Geico customers in New York.
- Streamlined the intake process by implementing a new digital system, reducing overall processing time by 20% and increasing customer satisfaction ratings by 15%.
- Trained and supervised a team of 10 intake specialists, resulting in improved performance metrics and a 25% reduction in errors during the intake process.
- Collaborated with the claims department to develop and implement new policies and procedures, leading to a 30% decrease in claim resolution time and a 10% increase in overall customer retention rates.

Education

Associate of Applied Science in Health Information Management at LaGuardia Community College, Long Island City, NY

Sep 2017 - May 2022

Relevant Coursework: Medical Terminology, Anatomy and Physiology, Healthcare Data Management, Health Information Systems, Medical Coding, Quality Improvement, Healthcare Reimbursement, Health Information Law and Ethics, and Health Informatics.

Certificates

Details

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Links

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Skills

Active Listening

Empathy

Salesforce Proficiency

Time Management

Microsoft Office Suite

Multitasking

Data Entry

Languages

English

Spanish

Hobbies

Photography

Gardening

Painting