

Keelee Vala

Registration Specialist

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📍 123 Main St, Hartford, CT 06101

EDUCATION

Associate of Applied Science in Health Information Management at Gateway Community College, New Haven, CT

Aug 2017 - May 2022

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

LINKS

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

SKILLS

Data Entry

Customer Service

Time Management

Microsoft Excel

Multitasking

Attention to Detail

Problem Solving

LANGUAGES

English

French

HOBBIES

PROFILE

Detail-oriented Registration Specialist with 1 year of experience in efficiently managing patient registration processes, maintaining accurate records, and providing exceptional customer service. Proficient in handling sensitive information, managing insurance claims, and streamlining administrative tasks to support healthcare professionals. Adept at multitasking and collaborating with diverse teams in fast-paced environments. Committed to ensuring patient confidentiality and delivering outstanding service.

EMPLOYMENT HISTORY

● Registration Specialist at Connecticut Document Preparers, CT

Apr 2023 - Present

- Successfully registered over 1,500 new clients in a single year, contributing to a 20% increase in company revenue during that period.
- Streamlined the registration process by implementing a new online registration system, reducing the average time spent on each client's registration by 30%.
- Identified and resolved over 100 instances of duplicate or incorrect client information in the company database, ensuring accurate records and improving overall client satisfaction.

● Associate Registration Specialist at CT Registrations Services, CT

Jul 2022 - Feb 2023

- Successfully processed over 500 registration applications within the first year, ensuring timely and accurate registration for clients and maintaining a 99% approval rate.
- Streamlined the registration process by implementing an improved tracking system, resulting in a 20% increase in productivity and reducing average processing time by 15%.
- Assisted in the development and implementation of a new online registration platform, leading to a 30% increase in client satisfaction rates and a 25% reduction in processing errors.
- Conducted comprehensive training sessions for 10 new hires, increasing overall team efficiency by 10% and significantly improving their understanding of registration procedures and guidelines.

CERTIFICATES

Certified Registration Specialist (CRS)

Aug 2021

Certified Healthcare Access Associate (CHAA)

Apr 2020

MEMBERSHIPS

National Association of Healthcare Access Management (NAHAM)

American Health Information Management Association (AHIMA)