

**Amanda Little**  
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678.851.8799

**Objective:** To obtain a professional position within the Customer Relation's Industry. In addition, my goal is to provide the best customer service possible, in any given situation. I'm a people person and enjoy devoting all my time to any and every task put before me.

**Experience:**

**2018-2018**

**Sydnor|Williams LLC, Law Firm, Atlanta GA**

**Legal Assistant/Receptionist**

Organize files; monitor calendars; meeting deadlines; document actions; input information into file database and case management software; confirming case status with attorney. Help develop cases by maintaining contact with people involved in the case; scheduling depositions; preparing and forwarding summonses and subpoenas; drafting complaints; preparing and filing discovery requests; preparing responses to opposing counsel; generating status reports. Keep clients informed by maintaining contact; communicating case progress. Maintain case costs by verifying outstanding balances with attorney, clients, and providers. Support case preparation by preparing case summaries and materials for mediation conferences; preparing pleadings; monitoring and obtaining discovery responses; organizing materials for team case review. Enhance trial proceedings by organizing evidence; preparing exhibits; scheduling witnesses; ensuring that witnesses are ready when needed; taking courtroom notes. Answer high volume calls, go through and sort mail/faxes.

**2015-2018**

**Dekalb Women Specialist, Decatur GA**

**Facility/Front Desk Supervisor/Front office**

Front office: Check in/out, insurance verifications, scheduling appointments, billing inquires, collections, medical records and schedule adjustment.

Supervisor: Still performed in front desk role-Extreme schedule adjustments for three office locations, call monitoring, IT support, monthly reports, hosted front office meetings, scheduled lunches, chart clean up, old balance collections, claims clean up, patient disputes, call resolution, waste management, made sure back office kept up with vaccine counts, equipment monitoring/cleaning, oversee daily office function, supply ordering, housekeeping and maintenance work. Kept track of IUD devices, and trained new employees.

**2013-2016**

**Teletech Holdings LLC, @home rep**

**Customer Svc Representative-BGE project**

Inbound call center representative for Best Buy Geek Squad Tier 1 tech support. Provide basic trouble shooting for mobile devices and other electronic devices. We are not Geek Squad agents but we schedule appointments, inform customers of their geek squad protection plan coverage and assist in billing issues.

**2008-2011**

**DBA Medical Insurance Recovery, Tucker GA**

**Billing Assistant**

Posting of charges and EOB/patient payments, prepare batches for posting, file electronic claims as well as secondary paper claims, follow up on primary and secondary insurance non-payments, and generate financial month end reports. Move balances to secondary carriers and determine billable claims; correct and submit insurance claims. Strong knowledge of all insurance companies and third party payers, knowledgeable of CPT and ICD-9 codes, very multitasked and works well under pressure. Perform other duties as assigned or required.

**2007-2008**

**Children's Healthcare of Atlanta, Alpharetta GA**

**Senior Patient Access Specialist**

Initiate and perform revenue cycle activities including, obtaining the patient's demographic and financial information for scheduling pre-registration, registration, charge capture, point of service payments and quality monitoring, in an accurate, efficient, and professional manner. Responsibilities may include executing insurance verification of benefits and encounter authorization. Provide customer service to internal and external customers and perform multitasked medical office duties ensuring efficient daily business operations. Work collaboratively with members of the team to provide quality service to, proactively support the efforts that ensure delivery of safe patient care and services, and promote a safe environment at Children's Healthcare of Atlanta.

**2003-2005****Curtis 1000, Inc, Duluth GA****Customer Service Representative**

Maintain the Campus, University and School services divisions of the Sodexo account. Also, back up the Corporate office, Corporate services, Laundries, Canada, Healthcare, and School Menu divisions. Respond to customer requests and questions regarding services, products and account information. Analyze and rectify customer concerns using established procedures. Use computer on a daily basis to access and/or update customer records. Receive and process orders for products or merchandise by phone, e-mail, or mail. Bill orders and research returned packages. Work closely with marketing managers on special kit promotions and mass mailings to clients. Work proficiently in Curtis Direct, PeopleSoft, Microsoft Excel, Access, and UPS World Ship.

**Other Experience:**

Home loan processing, tax services, IT support, Catering/event planning, hostess/waitressing and bartending, apartment construction cleaning and maid services.

**Education:****2013-2015**

Georgia Perimeter College, Decatur GA

Dental Hygiene

**1999-2000**

Maxwell School of Technology, Lawrenceville GA

Certified Nursing Assistant and CPR

Certification, May 2000

**1995-2000**

Meadowcreek High School, Norcross Ga

Diploma, May 2000

**References Furnished Upon Request**