

Elizabeth Rischow

Philadelphia, PA 19134

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215-626-4924

Dedicated and focused Clerk/ Receptionist who answers a high volume of incoming calls while handling other in office tasks. Computer Efficient, Organized, and Professional. Excellent Customer Service Skills!

Work Experience

Customer Service Representative/Call Center

Interphase Medical Equipment - Philadelphia, PA

March 2016 to Present

Customer service, Full of knowledge of DME equipment and insurance guidelines for DME equipment, electronic insurance verification, scanning, faxing, filing, updating patients accounts, processing prescriptions for dme equipment, taking a high volume amount of calls every day, setting up delivery appointments, entering and distributing orders, familiar with medical terminology, familiar with HIPPA regulations, etc.

Bartender

Triple Shot Tavern

November 2008 to August 2011

Making and Serving of Beverages, Stocking and Cleaning of bar, Ordering supplies, handling cash register, greeting all patrons, etc.

Credit Clerk

Bayard Sales Corporation

September 2006 to February 2007

maintained electronic and paper files, maintained office area in a neat and organized fashion, wrote letters and correspondence from dictation and handwritten notes, dispersed incoming mail to correct recipients throughout the office, made copies, sent faxes and handled all incoming and outgoing correspondence, organized files, developed spreadsheets, faxed reports and scanned documents, received and distributed faxes and mail in a timely manner, received and screened a high volume of internal and external communications, including email, mail and Phone calls, etc.

Receptionist

Law Offices of Hayt

November 2004 to May 2006

Answered high volume of calls on busy switch board phone system, took check by phones, added additional account info to the system, keeping track of all employees phone calls, sorting of mail, taking messages, light cleaning of the break room, Managed the receptionist area, including greeting visitors and responding to in-person requests for information, Made copies, sent faxes and handled all incoming and outgoing correspondence, etc.

Education

Certificate of Completion in Cosmetology Course

American Beauty Academy - Philadelphia, PA

March 2009 to February 2010

High School Diploma

Little Flower Catholic High School for Girls - Philadelphia, PA

September 2002 to June 2006

Certifications/Licenses

HIPAA

Additional Information

- Experience in Fasttrack healthcare system
- Experience with EVS
- Can verify Insurance on Navinet, Promise, Zemed, Health Partners, UHC, Cigna/Bravo, Aetna, etc.
- Experience with many different medical equipment and supplies.
- Microsoft Office proficiency-Excel spreadsheets -Meticulous attention to detail Self-directed -Time management -Professional and mature
- Advanced MS Office Suite knowledge -Resourceful -Dedicated team player
- Strong interpersonal skills -Understands grammar- Responsible and Self Sufficient
- Self-starter -Customer Service -Able to handle a high volume of calls at once
- Making copies, faxing, and filing -Very Computer literate- Etc.