

DIANE C. SMITH

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OBJECTIVE: I am seeking a challenging and responsible position which will utilize my past experience and capabilities. I have excellent front desk, customer service and receptionist skills.

EXPERIENCE: **Holmesburg Christian Academy, 7927 Frankford Ave., Philadelphia, PA**
2016- 2017 **Teacher Aide/Extended Care**

- Assist teacher with helping students one on one or in small groups.
- Enforce school and class rules to help teachers with student behavior.
- Track Attendance, assist with student activities and assist in school trips.
- Help teachers and office with record keeping and school mailings.
- Help children after school with assigned homework.
- Assist teachers, staff and office in other duties as needed.

EXPERIENCE: **EYECARE CONSULTANTS/ZIKOSKI VISION ASSOC., MEADOWBROOK/ROCKLEDGE, PA**
1994– 2016 **Front Desk/ Medical Biller/Technician**

- Assist doctor in patient work ups; take patients medical history & visual acuity.
- Perform specialized testing including: Fundus Photos, Visual Field Test, OCT's & Auto Refractions.
- Contact Lens Training: teach patients how to insert remove & care for contacts.
- Check patients in upon arrival & verify patients insurance & contact information.
- Check patients out, collect payments & bill insurance for the services performed.
- Answer the phone, schedule appointments & help patients with any questions or information needed.
- Post insurance checks, payments and EOBS.
- Confirm appointments, prepare charts & pull insurance authorizations and or referrals for upcoming appointments. File all paperwork & correspondence into patient's charts.
- Open & prepare exam rooms and disinfect and close exam rooms at end of day.
- Mail out monthly reminder cards & type all documents & letters for Doctors.

1984- 1994 **Midlantic National Bank, Fort Washington, PA** **Benefits & Human Resources Clerk**

- Accountable for benefit enrollment, changes & termination to send to Insurance.
- Processed billing for various medical plans; Blue Cross, HMO's, Cigna & Hartford.
- Conducted open enrollment benefit sessions for new hires.
- Prepared workers compensation & short and long term disability claims.
- Assisted employees during open enrollment with insurance & benefits questions.
- Mailed out COBRA and conversion letters for terminated employees.
- Administered credit checks and opened new hire checking accounts.
- Fingerprinted each new hire and processed all employment forms.
- Scheduled interviews, updated employment openings, & tested applicants.
- Called and verified reference checks for prospective new hires.

1979 – 1984 **Acme Markets, Inc., Philadelphia, PA** **Benefits Clerk**

1984 - 1985 CCP, Accredited English, Psychology & Medical Terminology Course
1975 - 1978 Frankford High School, Philadelphia, PA Diploma

Skills: Navinet, Medisoft, Microsoft Word, Data Processing, FD130 Credit Terminal, Auto Refractor, Fundus Photo, Visual Field Analyzer

References: Lori Hassey, Office Manager, Zikoski Vision 215-586-0031
Lynda Cordisco, Sales Representative, Marcolin 215-932-1161
Wendy Hunsberger, Human Resource Manager, Midlantic Bank 215-654-8934