

Your Name

City, State Abbreviation Zip Code | (123) 456-7890 | email@example.com | LinkedIn | Portfolio

Profile

- Meticulous data entry specialist with a proven track record in handling clerical tasks in dynamic educational and health care settings. Adept at maintaining high accuracy rates, managing large volumes of data, and adhering to strict confidentiality standards. Proficient in advanced data processing software, including Microsoft Excel, Access, and OCR tools.

Education

- Associate of Applied Science (A.S.) in Communication | SOUTHERN MAINE, COMMUNITY COLLEGE, South Portland, ME | September 2014 – June 2016

Certifications

- Certified Professional Coder (CPC), AAPC, 2022
- Certified Data Entry Professional (CDEP), ABIM, 2020

Key Skills

- Clear communication
- Data accuracy
- Data privacy
- Microsoft Office
- OCR
- Typing proficiency

Professional Experience

SENIOR DATA ENTRY CLERK | OPTUM, AUGUST, ME | JUNE 2021 – PRESENT

- Identify process improvements and serve as subject matter expert for information systems
- Process incoming/outgoing mail and sort medical claims and non-claim documents within contracted timelines
- Conduct quality assurance for over 200 pieces of outgoing mail per day
- Prep and patch claims for scanning and hand stuffing of complex mailings, including RAs, medical records, and insurance forms
- Key and verify up to 400 medical claim and non-claim documents daily using ABBYY FineReader, achieving an error rate of less than 1%
- Lead a training program for up to 10 new hires each quarter, guiding a diverse group of professionals through the onboarding process

DATA ENTRY SPECIALIST | UNITY ENVIRONMENTAL UNIVERSITY, NEW GLOUCESTER, ME | JANUARY 2017 – MAY 2021

- Processed and maintained records for over 10,000 students and donors, ensuring 100% compliance with data privacy standards
- Entered application data into campus information system, analyzing data when requested
- Managed and updated a database of over 5,000 alumni contacts, improving accuracy of mailing lists by 40%
- Conducted inbound and outbound calls to students, supporting administrative needs across institutional units
- Coordinated scanning, e-filing, and distribution of periodic reports