**STACEY-JILL WILKINSON**

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**Phone: 347-512-7707**

**PROFESSIONAL EXPERIENCE**

**Select Home Warranty Brooklyn, NY 01/2018 to Present**

***Lead Dispatcher/ Dispatch Department***

* Create dispatch/re-dispatch tickets to our permanent vendors for all in home appliance, heating and cooling systems repairs.
* Cold calling new contractors and sending vendor packets.
* Send out work orders to various contractors in the areas of Plumbing, HVAC, Electrician, Pool Technician, General Contractors, Roofing Contractor and General Handyman.
* Handle daily high volume of incoming and outgoing calls to contractors and customers.
* Answer live Chats with our international offices regarding various department issues.

**PM Legal Long Island City, NY 07/2017 to 11/2018**

***Legal Administrative Assistant***

* Handle administrative tasks such as scanning and filing papers, answering telephone calls, and maintaining and organizing client files.
* Maintain the schedule of the attorney, call and schedule clients, witnesses, experts and court personnel to schedule interviews, hearings, meetings, and depositions.
* Draft correspondence and pleadings, such as complaints, subpoenas, interrogatories, deposition notices, pretrial orders, motions, and legal briefs.

**Omni Fire Protection Brooklyn, NY 09/2015 to 6/1/2017**

***Office Supervisor/ Billing Specialist***

* Managed a staff of three office support and five technicians.
* Prepared paper work for new hires and terminations.
* Payroll and time keeping Human Resource basic duties.
* Communicate and coordinate scheduled and unscheduled inspections for business owners.

**Omni Fire Protection Brooklyn, NY 10/2005 to 09/2015**

***Administrative Assistant (Part Time)***

* Respond to Customer questions/concerns sent via Email and mail request.
* Process weekly office payroll and personal/vacation request.
* Prepare authorized proposals for our contract customers for their annual inspection appointments.
* Handle work orders and package supplies needed by technicians to repair possible violations.

**Woodhull Hospital Brooklyn, NY 04/2012 to 09/2015**

***Hospital Care Investigator/CAC***

* Conduct investigations, interview and counsel patients either bed-side or ED discharge in order to determine ability of patients and their legally responsible relatives to pay for hospital charges. Prepare and complete MA, FHP and HHC options.
* Explore alternatives sources for payments for hospital services rendered, in order to obtain maximization of hospital’s revenue.
* Utilize all electronic systems, (OAM, UNITY, WEB TERM, AIMS, EAGLE, OMNIPRO, HHS-CONNECT, QUADRAMED, PFS Data Base, Document Imaging/ Scanner, EPACES, NAVINET, HEALTHFIRST**.**

**Metropolitan Hospital New York, NY 12/2010 to 12/2011**

***Billing Specialist/Temporary Assignment***

* Direct involvement with collection of outstanding accounts, followed up with Medicare/Medicaid/third party carriers.
* Identified reimbursement and coding problems. Assisted Manager with review/edit validation reports**.**
* Follow-up on all re-submitted claims for a resolution.

**Mount Sinai Hospital New York, NY 10/2007 to 11/2009**

***Senior Patient Coordinator/Temporary Assignment***

* Coordinated patient flow, verified demographics. Scheduled appointments via IDX scheduling system.
* Advise patients on initial pre-visit requirements such as referrals and co-pays at time of service.
* Prepare and reconciles batches with payments and forward to Billing Coordinator.

**Transcare Corporation Brooklyn, NY 06/2005 to 09/2007**

***Customer Service/Billing Department***

* Performed customer service and for the Amityville, White Plains, Mt Vernon, Hudson Valley, NYC and local 911.
* Resolved customer concerns with Ambulette, Basic/Advance life support and Neonatal transports**.**
* Process and send out all denial letters to patient for their non-covered ambulette transports.

**Continuum Healthcare Partner New York, NY 02/2001 to 05/2004**

***Billing Representative/Third Party Billing***

* Responsible for off-site charge entry and billing for St. Luke’s, Roosevelt and Beth Israel Hospital's.
* Performed charge entry and payment posting for Department of Medicine, Division of Medicine, Division of Cardiology, Gastroenterology, Nephrology, Infusion, Pulmonary and Hematology/Oncology**.**
* Verified all patient demographic and Insurance Information prior to office visits.

**EDUCATION**

**Paralegal Certificate New American Chambers of Commerce Currently Attending BPS Medgar Evers College Currently Attending**

**CAC Certified Application Counselor/ Client Navigator March 2014**

**AAS Interboro Institute (School Closed) May 2003**