

INTRODUCTION

Building and updating your resume can seem daunting, but it doesn't need to be. Review this resume help guide so you can feel confident making impactful changes to your resume.

BUILDING & UPDATING YOUR RESUME

Knowing each part of a resume and how they function is important to making your resume work for you.

STEPHEN SMITH

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PERSONAL PROFILE
Highly productive and highly driven Account Resolution Specialist with over 6 years of experience in the hospital and health care industry. Looking to be a part of a team that values efficient teamwork and high quality service. Specialized in tasks that require analytical skills, customer service, and medical billing. Lastly, has ambitions to earn a Master of Business Administration and develop leadership skills.

SKILLS

• Medicare/Medicare Advantage	• Customer Service	• Healthcare IT	• Detail-Oriented
• Revenue Cycle	• Organization	• Medical Billing	• Highly Analytical
• Front Office Operations	• Multi-Tasking	• Communication	• Listening
• Time Management	• MS Suite	• Interpersonal Skills	• Work Remotely

EDUCATION

Kennesaw State University Bachelor of Business Administration in Management	Class of Spring 2020
Creekview High School	Class of 2014

WORK EXPERIENCE

Account Resolution Representative
WellStar Health System Jan 2018 - Present

- Utilizes strong analytical skills to determine problems and trends with claim denials.
- Ensures all eligible accounts are reviewed, appealed, escalated or adjusted within the designated payer time frames and are documented appropriately within the patient accounting system.
- Responsible for the tracking and trending of recovery efforts by utilizing various departmental tools and appropriately reporting on-going problems specific to payers, health system departments, and/or contracts.
- Accesses various payer portals to file appeals and verify coverage information.

Front Office Specialist
WellStar Health System Jul 2016 - Jan 2018

- Served as a patient access representative, duties included greeting, scheduling patients, submission of insurance claims, receiving payments, and receiving calls.
- Responsible for patient information data entry using EPIC.
- Ensured that excellent customer service was provided to each patient.

REFERENCES

Reference 1 Name Job Title Company/Organization Contact Information	Reference 2 Name Job Title Company/Organization Contact Information	Reference 3 Name Job Title Company/Organization Contact Information	Reference 4 Name Job Title Company/Organization Contact Information
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← **NAME & CONTACT INFORMATION**

← **PROFILE/OBJECTIVE/SUMMARY**

Highlights experience, goals, and areas of expertise.

← **SKILLS**

Highlights valuable skills, preferably ones relevant to desired job/career field.

← **EDUCATION**

List completed education. This can include singular, relevant courses/classes.

← **WORK EXPERIENCE**

Lists current and previous employment, can go back up to 10-15 years. Try to include bullet points that are crucial to job description and/or relevant to desired job/career field. Start each bullet point with a verb and avoid using the same starting verb more than once.

← **REFERENCES**

List references - ALWAYS contact references ahead of time and ask if they can be listed as a reference before listing them on a resume.

Here are some questions to consider when you are building or updating your resume:

- What kind of job are you applying for and what skills are important for that job?
- What skills do you have that you feel are the most valuable?
- What jobs or projects have you completed that you are the most proud of?
- How have you made an impact at your current/previous jobs? When did you go above and beyond?
- Do you have any references that you can include on your resume? Make sure you contact them and ask permission before listing them as a reference.

Here are some Frequently Asked Questions that people have when it comes to building or updating resumes:

- **I currently do not have a resume. Where can I create one?**
 - Microsoft Word: For technology novices and has simple resume templates to choose from
 - Canva: For those very comfortable with technology and has an abundance of templates to choose from
 - If you have a Gmail account, Google Docs also has basic resume templates available. Gmail and Google Docs are both free to use and can be accessed on a computer or through apps on your smartphone.
- **Can I include color on my resume?**
 - Of course! A small splash of color can help your resume stand out.
- **I haven't worked in a while (i.e. stay at home parent or retired individual coming back to the work). How can I explain gaps in my work history?**
 - Your resume profile is a great place to explain work history gaps.
 - Example: After working as a stay-at-home parent for 7 years, I am looking for professional opportunities where I can grow and be a valuable team asset.
- **How long should my resume be?**
 - Resumes are encouraged to be 1-2 pages long. 3 pages is fine, but only if all of the information is relevant.
- **I'm not applying to a particular type of job or within a particular career field. Is a general resume effective?**
 - Creating a general resume is a fine route to take. Just make sure that you highlight your absolute strengths and consider ways you made a lasting impact in your work history.

CONCLUSION

Feel free to explore the following resources in the SRLS E-Library for more information:



- Career Library
- Tools to Get Hired
- Job Search Skills
- Workplace Skills



- Job Search Database
- Company Database
- Organization Database



- Thousands of Professional Development & Resume Help Titles

If you need further guidance from a staff member of the Sequoyah Regional Library System, please go to <https://www.sequoyahregionallibrary.org/> and access the contact form by selecting the "Contact Us" link.