
Zide Salemi

Union City, CA 94587
(510) 458 - 3381 | salzide2211@gmail.com

Summary

To gain hands-on experience that complements my interests and training. Compassionate Intake Specialist with about 9 months of clinical documentation, including faxing, filing, and plotting visits/appointments, using a variety of software's, while also coordinating quickly and effectively with other care workers. Dedicated to excellent patient care through an empathetic approach. Thrives in team-based or independently-motivated settings.

Skills

- Receptionist Skills
- Claims Processing
- Eligibility Review
- Client Intake
- Microsoft Access
- Maintaining Client Records
- Data Entry
- Records Management
- Problem Solving
- Cash Handling

Experience

09/2022 - Current **Triza Home Health Care** — Fremont, CA

Intake Specialist

- Answered and logged incoming inquiries via phone, fax and email.
- Issued, gathered and inspected intake forms to confirm correct signatures and information.
- Maintained clinical records and required paperwork in compliance with agency standards.
- Investigated insurance policies to determine claim eligibility and processed files in accordance with instructions.
- Coordinated schedules and appointments, sending out reminders regarding appointment dates.
- Corresponded with hospitals and medical offices regarding incoming home health referrals.
- Maintained accurate records and documented client data in company databases.
- Maintained confidential patient documentation to prevent data compromise and comply with HIPAA regulations.
- Built and maintained strong relationships with patients by successfully resolving issues and responding promptly to phone inquiries.
- Collaborated with social workers to support patients.
- Verified insurance eligibility, benefits and patient liabilities for defined services.

12/2019 - 04/2022 **Target** — Fremont, CA

Guest Advocate

- Substituted Manager role.

- Promoted high level of guest satisfaction through genuine, enthusiastic and friendly interactions.
- Greeted and assisted guests with variety of inquiries, promoting service standards.
- Managed customer complaints and rectified issues to complete satisfaction.
- Answered phones to respond to customer inquiries and transferred calls to appropriate staff members.
- Maintained positive attitude and effectively assisted patient concerns.

Education and Training

05/2023

Ohlone College Fremont

Some College (No Degree): Business Management

06/2021

Washington High School Fremont, CA

School Diploma

High School A-G and UC/CSU Required Classes

Languages

- English
- Dari (Persian dialect)