

Keira Coatley

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Professional Summary

Revenue of Experience Focus

Dedicated and empathetic healthcare and customer service professional with 12 years of client-focused experience in medical records management, billing, and patient support. Adept at multitasking, communication, problem-solving, and organization, with a proven track record of delivering high-quality service and improving operational efficiency.

Authorized to work in the US for any employer.

Willing to relocate: Anywhere

Work Experience

Medical Records Clerk /Billing clerk

Clark County Jail | Jeffersonville, IN

May 2023 to Present

Medical Records Management & Documentation

Manage and maintain all medical files within the HCS EMR system, ensuring accuracy and confidentiality.

Retrieve and process records from external healthcare providers, labs, radiology, and other correctional facilities for medical review and continuity of care.

Scan, label, and file medical records, supporting efficient record-keeping.

Fulfill requests for medical records from attorneys, disability boards, prosecutors, and correctional facilities.

Review and approve medical bills, coordinating with Correctional Risk Services and Medicaid, ensuring timely payments.

Generate requisitions for contracted medical services, including pharmacies, labs, and dental providers.

Bill inmates for medications, medical procedures, and visits; prepare and distribute billing receipts.

Schedule medical appointments, coordinate transportation, and communicate with family members for insurance information.

Maintain medical supplies inventory and train new staff on EMR systems

Customer Service & Crisis Worker (Seasonal as a second job)

American Red Cross | Remote

September 2024 to September 2025

Provide empathetic, client-centered crisis support; assess risk and establish safety plans.
Conduct triage, document interactions, and escalate high-risk cases per protocol.
Deliver crisis intervention, coping strategies, and immediate resource referrals (shelter, food, medical, counseling).
Navigate resources and partner referrals; assist with disaster relief programs and financial aid.
Maintain confidential case notes in CRM; ensure data integrity and privacy compliance.
Collaborate with on-call professionals, peers, and supervisors; participate in trainings.
Adhere to Red Cross policies, remote-work security, and updated disaster procedures.
Utilize contact center tools, knowledge bases, and case management systems.
Monitor quality metrics; suggest process improvements; uphold professional boundaries and self-care.

Senior Customer Service Specialist(remote)

MetLife pet insurance | New Albany, IN

June 2021 to May 2023

Managed inbound and outbound calls, providing policyholders with claim updates, account modifications, and support.
Contacted veterinary offices to retrieve missing medical records to process insurance claims efficiently.
Delivered excellent customer service, ensuring client satisfaction and retention.

Customer Service Representative (Remote)

Rue Gilt Groupe | Louisville, KY

February 2019 to June 2021

Responded promptly to customer inquiries via phone and email, resolving complaints and providing product information.
Processed orders and managed customer accounts using company software.
Escalated issues when necessary, documented interactions, and identified trends to improve service quality.
Upsold products and services, contributing to sales goals.

Caregiver (PRN)

BrightStar Care | Louisville, KY

June 2018 to June 2021

Assessed medical needs and developed personalized care plans for seniors.
Assisted with daily activities, medication management, and companionship.
Monitored health status, prepared meals, and provided basic housekeeping.

Data Entry

JPMorgan Chase | Louisville, KY

February 2017 to January 2019

Entered financial and customer data accurately, adhering to deadlines.
Reviewed data for errors, corrected discrepancies, and supported data management system improvements.

Customer Service Representative

ADP | Louisville, KY

October 2015 to January 2017

Provided client support regarding health benefits enrollments and payroll services.

Responded to inquiries, resolved issues, and maintained client satisfaction.

Receptionist/Secretary

Cummings consulting LLC | Louisville, KY

August 2013 to June 2016

Responsibilities

Managed client case files and organized documentation for clients with behavioral disorders.

Answered phones, scheduled appointments, and supported administrative tasks. phone calls and organizing paperwork as well working with clients with mental disabilities

Education

Buisness and administration with concentration of healthcare (Bachelor's degree)

Sullivan University | Louisville, KY

January 2024 to Present

I will be completing my bachelors degree in Business Administration with Concentration of Healthcare in December 2026

High school or equivalent

Doss High School Magnet Career Academy | Louisville, KY

August 2011 to June 2015

Upper secondary education

Some college

Skills

Microsoft Excel Teamwork Calendar management IVR Meal preparation Individual consumer customer service Urgent care Microsoft Outlook Escalation handling Delivery driver experience Health information management Salesforce Marketing Cloud Productivity software Information management Patient observation Dispatching Workday Windows Training & development Clerical experience Medical administrative support Decision making DME VPN Grammar experience Customer relationship management Google Workspace Word processing Public health Concurrent review in utilization management Revenue cycle management Office experience Plumbing Administrative experience Appointment scheduling Technical troubleshooting support Vendor coordination Client interaction via phone calls Route driving SharePoint Writing skills Database management DNS Tax experience Computer literacy EMR/EHR Social Work Medical transportation experience Medical coding Communication skills Compliance Bar Research Debt collection payment plan Experience with individuals with neurodevelopmental disorders Healthcare support Technical Proficiency POS systems Active listening Computer operation Basic math Driving Medical office experience Multi-line phone systems Microsoft Office Robotics Non-technical user support Call center management Senior care Map reading Detailing iCIMS Processing cash transactions Call center agent experience Microsoft 365 proficiency Avaya Hospitality Healthcare benefits management Medical records Patient

service EHR systems Multitasking Applied behavior analysis Epic Outdoor work Health insurance network providers CRM software SAP Salesforce Customer inquiry handling Phone communication Customer communication Medical billing Customer service Legal experience Health insurance authorizations Continuous improvement Courier HVAC Customer service management Accounting Software troubleshooting Medicare regulations Negotiation Telemarketing Data entry Motivational interviewing Medical record retrieval Problem-solving Customer support Patient care Critical thinking Google Docs Attention to detail GPS Insurance prior authorization Experience with children Medical terminology Cold calling Vendor relationship building Computer networking Financial services Databases Sales Collect! (software) Time management Interpersonal skills Health insurance information Client email correspondence Microsoft Word Care coordination Adobe Acrobat Greeting customers Manual transmission Accounting support Outpatient Zendesk Analysis skills HIPAA Medical documentation Health insurance Ethernet Organizational skills Documentation review Warm calling Community care (work setting) Order entry Phone call management Telehealth Customer service problem-solving Collaborate with healthcare professionals Typing Social work Leadership Active Directory Customer support ticket management EMR systems Phone reception Task prioritization Customer complaint resolution Teaching Patient monitoring Transportation planning Mentoring Remote (as sales environment) Working with people with developmental disabilities Nursing home experience Physiology knowledge Patience Front desk Social media management Managing customer accounts English Records management Healthcare privacy protection Microsoft Teams Empathy Live chat Health insurance pre-authorization requirements Compliance documentation Computer skills Heavy lifting Practice management Medicare Patient interaction iOS Phone etiquette Cash handling Cold Calling Technical writing Guest relations Client inquiry handling ICD-10 Case management

Languages

English
Multilingual

Certifications and Licenses

PTIF

December 2019 to Present

A PTIN must be obtained by all enrolled agents, as well as all tax return preparers who are compensated for preparing, or assisting in the preparation of, all or substantially all of any U.S. federal tax return, claim for refund, or other tax form submitted

Driver's License

First Aid Certification

CPR Certification

Pharmacy Technician Certification

Certified Home Health Aide

Certified Medical Assistant

Chauffeur's Permit

Additional Information

Authorized to work in the US for any employer