

# Megan Veraza

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## Professional Summary

Motivated and detail-oriented professional with over four years of experience in remote customer service and healthcare billing operations. Skilled in managing complex client inquiries, maintaining accurate records, and ensuring billing precision while adhering to company and HIPAA standards. Highly proficient with various computer systems and software for documentation, data tracking, and performance reporting. Adept at multitasking, problem-solving, and delivering exceptional customer experiences in fast-paced virtual environments.

## Professional Experience

### Remote Billing Specialist — UnitedHealthcare (Remote)

April 2024 – August 2025

- Processed and verified medical billing transactions with strict attention to accuracy and compliance.
- Assisted members with billing inquiries, insurance claims, and account adjustments through multiple communication channels.
- Collaborated with internal departments to resolve discrepancies and ensure timely reimbursements.
- Maintained a 95%+ accuracy rate on billing submissions and documentation.
- Utilized computer systems such as Facets, Salesforce, and internal billing software for record keeping and account management.

### Remote Customer Service Representative — Teleperformance (Remote)

October 2020 – April 2024

- Delivered high-quality customer support for clients in telecommunications and financial sectors.
- Handled 80+ customer interactions daily through phone, chat, and email while maintaining accuracy in data entry and case documentation.
- Provided detailed product and service information, troubleshooting assistance, and issue resolution.
- Consistently achieved top performance metrics for customer satisfaction and call quality.
- Assisted in record management and CRM data accuracy across various customer service platforms.

## Education

### Southern Regional Technical College – Moultrie, GA

Currently Pursuing Double Major in Business Management & Marketing Management

High School Equivalent (GED) Completed

## Skills

- Customer Relationship Management (CRM)
- Billing & Claims Processing
- Record Keeping & Data Management
- Computer Systems & Software Proficiency
- HIPAA Compliance
- Conflict Resolution & Problem Solving
- Microsoft Office Suite / Google Workspace
- Salesforce, Facets, Zendesk
- Remote Communication & Time Management

### **Professional Attributes**

- Strong attention to detail and confidentiality
- Empathetic, patient, and customer-focused approach
- Reliable and disciplined in remote work environments
- Excellent written and verbal communication skills