

# Treasure Johnson

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Demonstrate ability to handle confidential material and records; strong interpersonal and organizational skills; excellent customer service skills; Ability to prioritize multiple objectives effectively and extensive experience in guest services.

## EXPERIENCE

### PROFESSIONAL EXPERIENCE

#### Nextcare Urgent Care, Phoenix, AZ

##### Accounts receivable Representative - December 2022- Present

- Daily follow up on all outstanding insurance and patient claims
- Research and validate posted payments and adjustments to ensure claims processed as expected according to contractual agreements
- Review and process correspondence received to resolve open A/R balances
- Work with supervisors to streamline billing procedures based on denial types
- Review denials and underpayments for appeal and/or resolution
- Handle incoming calls from patients and insurance companies regarding claims and patient balances
- Provide best billing practices and payor trends to other revenue cycle areas to improve revenue cycle operations
- Participate in revenue cycle projects as needed

#### Loan Depot, Scottsdale, AZ

##### Loan Processing Support Analysts & Closer/Funder- July 2019- February 2022

- Utilize departmental reports to assign files and maintain service level agreements
- Review borrower documentation, 1003 and credit prior to initial credit decision and communicate with Loan Consultants and Branch Managers regarding defects (incomplete submission and/or loan qualification challenges).
- Reconciliation of income/asset documentation against program guidelines using AUS cert.
- Order following documents as necessary based upon loan officer request or closing date: VOD, VOE, Verbal VOE, VOB, VOR, VOM, EOI, 4506t & Rapid Reporting, Appraisals, Flood Cert, Appraisals, SSA-89, Condo Docs, FHA/VA documents ( LDP/GSA, case numbers, etc.) and MERS as needed for each file.
- Review credit approval and complete Conditional Approval Letter
- Communicate and respond to processors, Loan Consultants, and external customers ( 3rd party vendors) (generally within 2 hours)
- Reviews title commitments, lien payoffs, taxes, file notes, lenders closing instructions.
- Coordinates final disbursement of funds in compliance with escrow and lenders' instructions.
- Prepares and distributes final ALTA Settlement Statement to all applicable parties.
- Updates lien payoffs and taxes as needed.
- Corresponding with lender(s), borrowers, and insurance agents.
- Performs other duties and projects as assigned

#### The Sacramento Co, Los Angeles, CA

## SKILLS

- Customer service
- Kofax
- Microsoft offices
- Excel
  
- Ride Operation Equipment
- Financing
- Multi-tasking
- Managing •
- Organized
- Detail-oriented
  - Problem Solver
  - Fast-pace
  - Leadership
  - Knowledge on ALL COMPUTER SOFTWARES AND APPS

## LANGUAGES

English

## Certification

- Notary

**Executive Assistant- September 2018- July 2019**

- Support managing calendars, travel, preparing for presentations, company meetings and other key events;
- Assemble and coordinate key project status information related to development and release;
- Plan travel itineraries and make travel arrangements, including reservations for events and dining as needed;
- Prepare, compile and manage expense reports for travel following established company and travel policy guidelines;
- Assist with general department tasks, including conference room requests, ordering supplies, coordinating general maintenance and upgrades for office equipment, phones, computers, etc.;
- Coordinate both on-site and off-site workshops, events and demos, including internal and external partners, vendors, and collaborators;
- Partner and work extensively with internal departments and external vendors to provide and/or receive necessary information, materials, approvals, updates, etc.; and

**Associated Asset Management LLC (AAM), Phoenix, AZ Accounting Administrator – January 2018- August 2018**

- Partners with Department Manager and Controller to maintain an effective process for invoice validation
- Research invoices with discrepancies
- Process electronic deposits
- Process letters for returned payments, forwarding payments etc.
- Process Surepay applications as received
- Scan Invoices in Kofax